

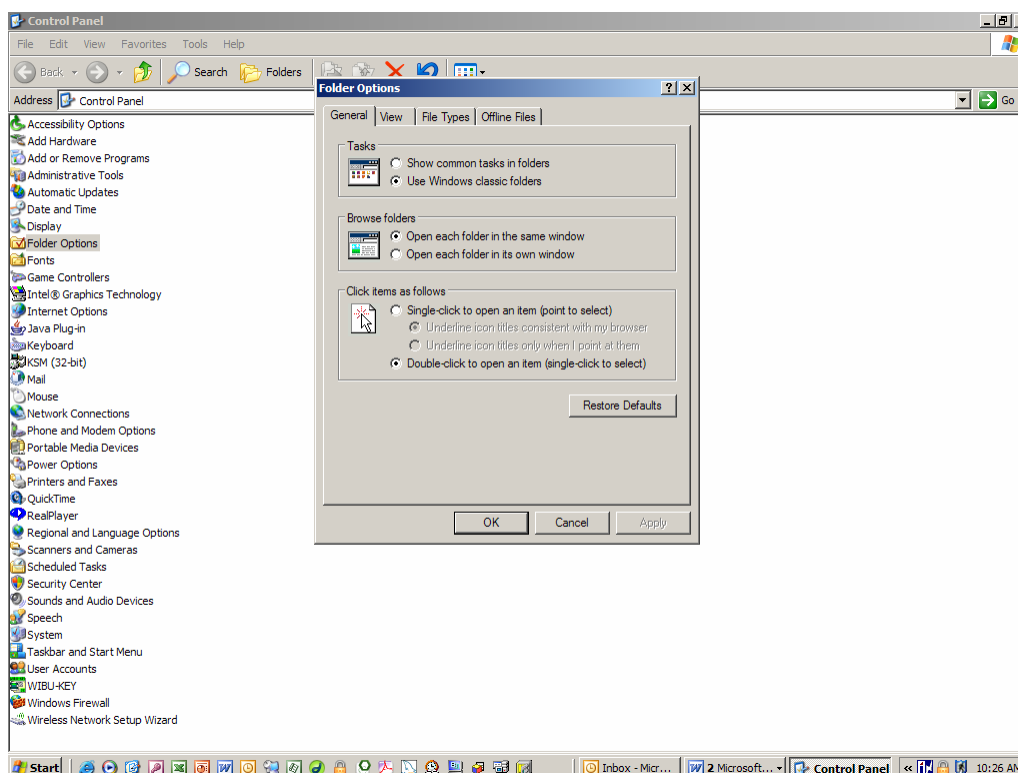
## Steps To Follow If Encountering Problems With Viewing Images Thru CCIMS Utilizing FileNet

**NOTE:** Before you can make any changes to your PC, you **must** have Administrative privileges to your PC. If you do not, you will need to contact the IT department at your location and they will have to either give you administrative privileges or they will have to complete the below listed steps for you.

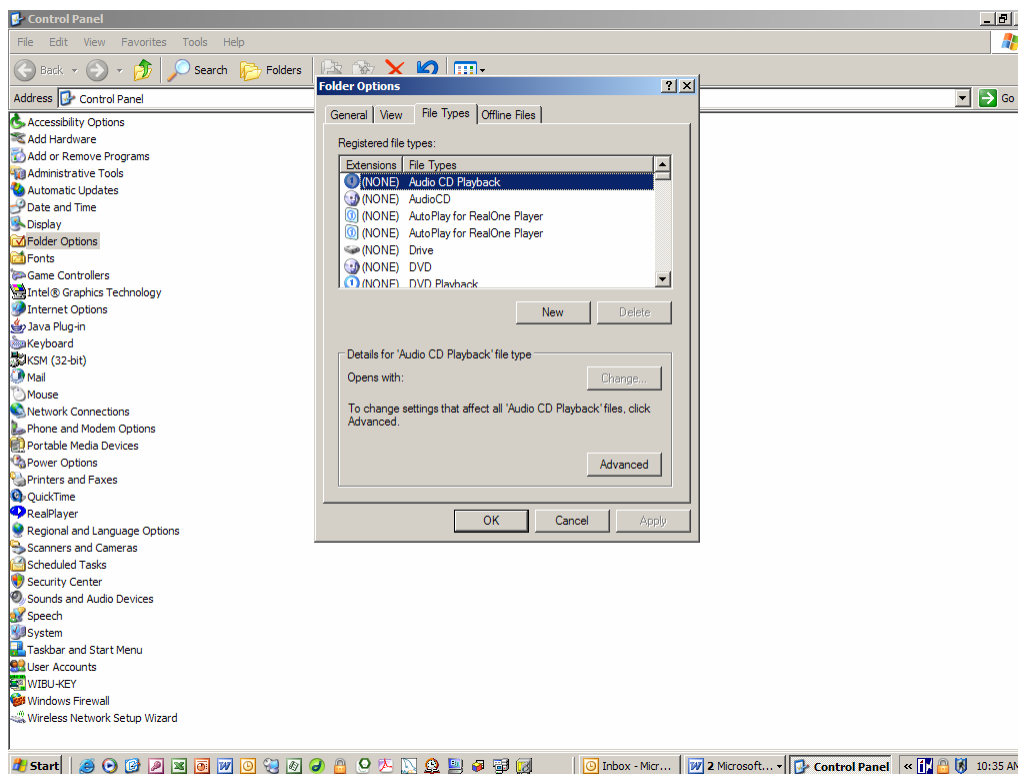
1. Check to see which viewer is used to view the .TIF and .TIFF files. Do this by:
  - a. Close all programs you are currently running.
  - b. Click on the **“Start”** button at the bottom of your screen, then click on **“Settings”**, then finally on **“Control Panel”** (see figure below)



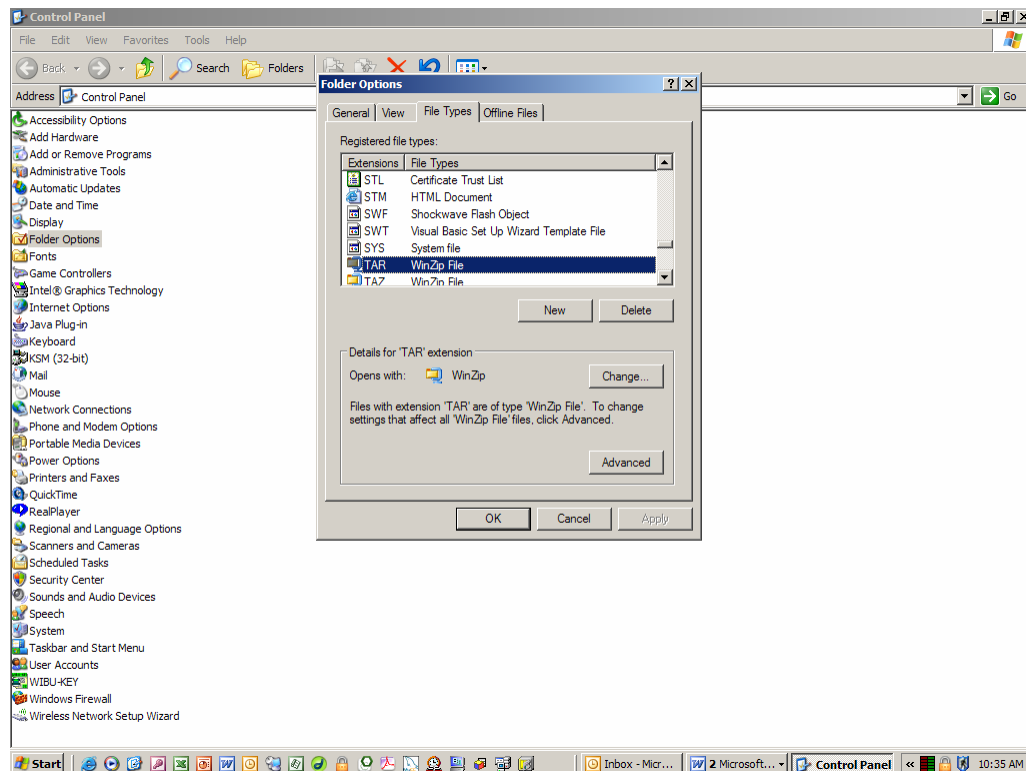
- c. Once **“Control Panel”** opens, **double click** on **“Folder Options”** (see figure below):



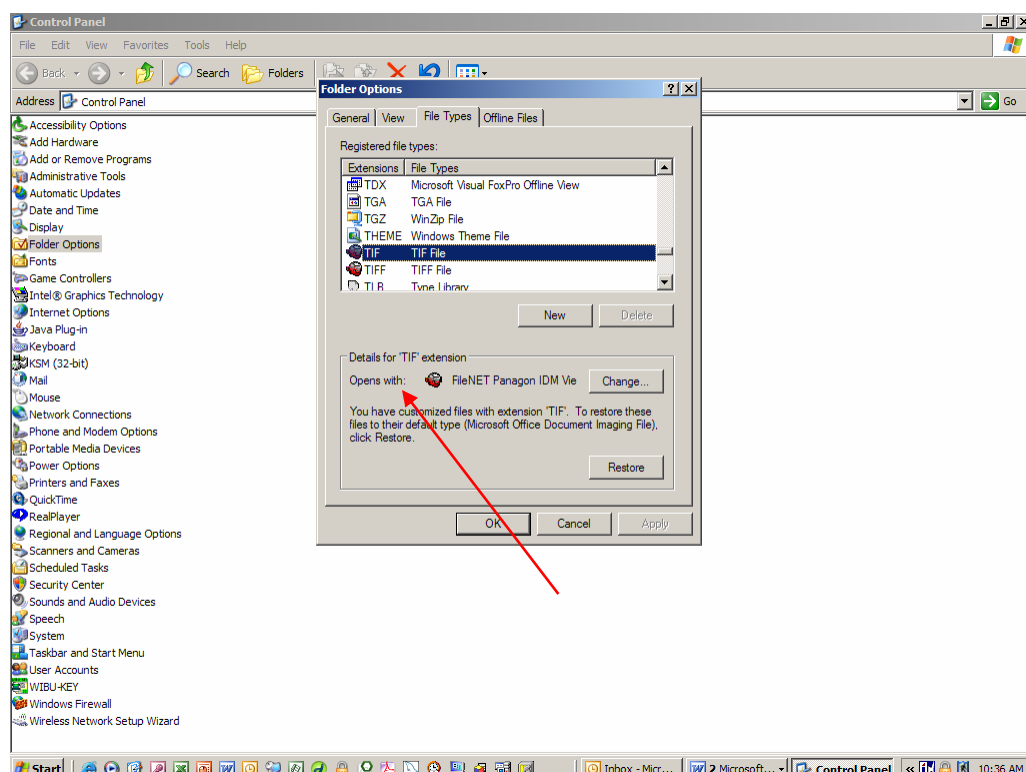
- c. Click on the **“File Types”** tab across the top, then when this screen loads the first item will be highlighted (see figure below):



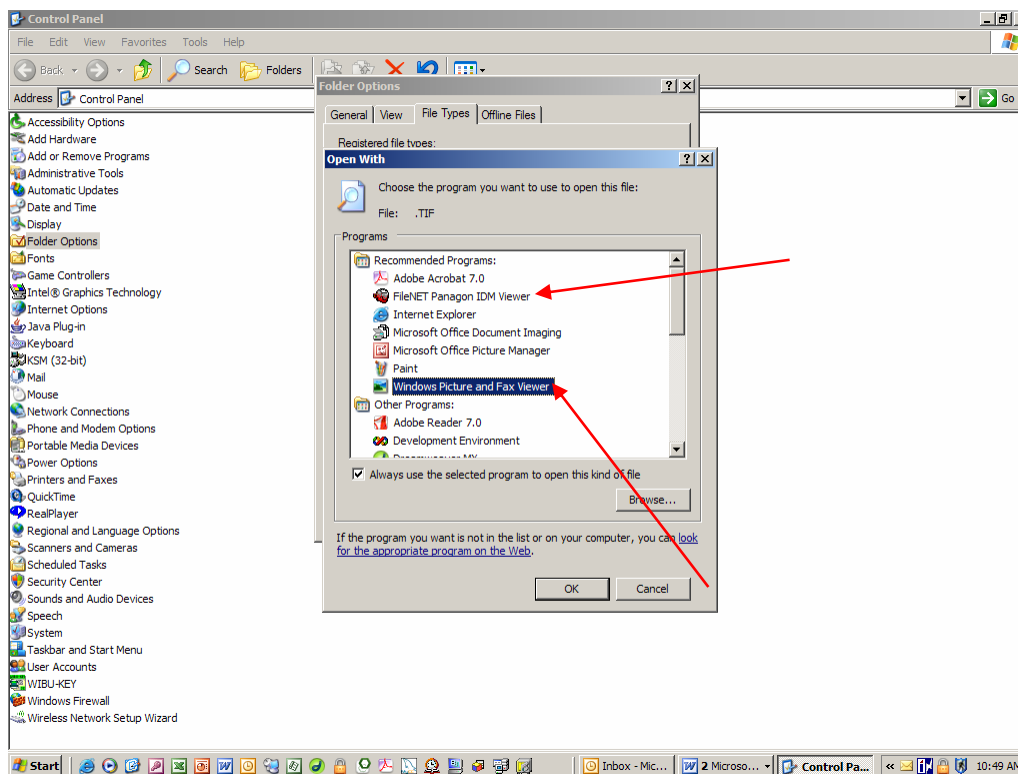
- d. With this first item highlighted, use your keyboard and type the letter “T” this will move your highlighter to the top of the extensions starting with the letter T (see figure below):



- e. Continuing using your scroll bar and scroll down until you see the extension TIF (see figure below). Click **once** on the extension TIF. Now look at the bottom of this dialog box where it says “**Details for ‘TIF’ extension Opens with:**” If it **does not** read FileNet Panagon IDM Viewer or Windows Picture and Fax Viewer click the “**Change**” button.

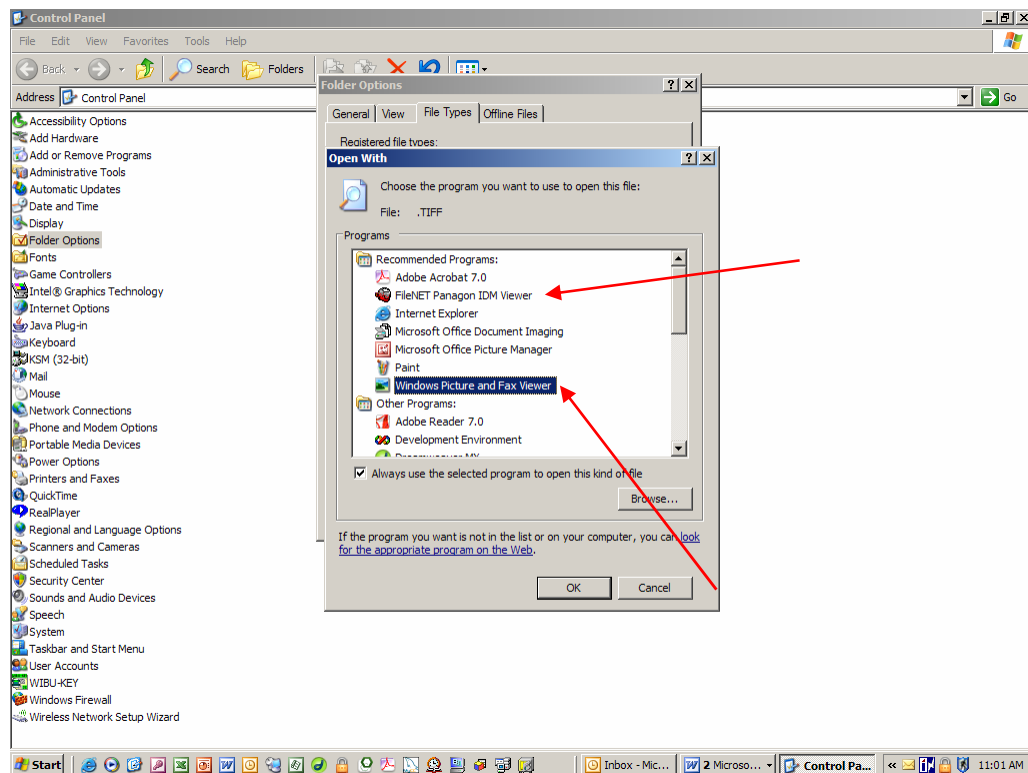
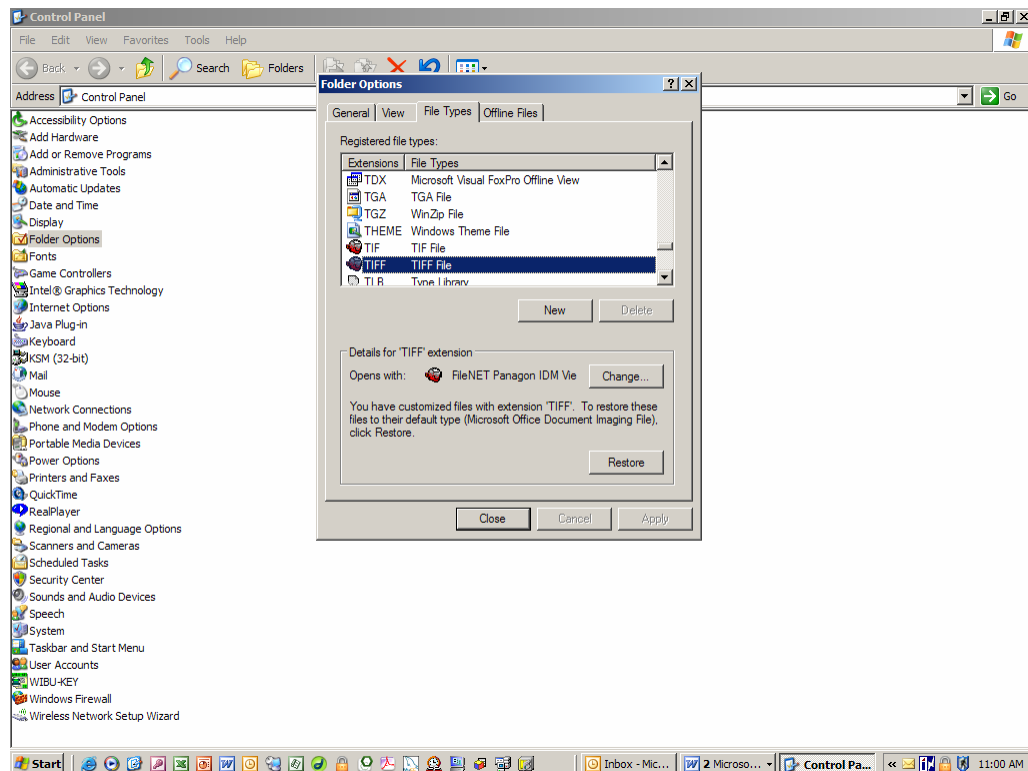


- f. When the next dialog box loads look under “**Programs: Recommended Programs**” and see if **FileNet Panagon IDM Viewer** is available. If so, highlight it then click on “**Okay**”. If it is not there, see if **Windows Picture and Fax Viewer** is available. If so, highlight it then click on “**Okay**” (see figure below):

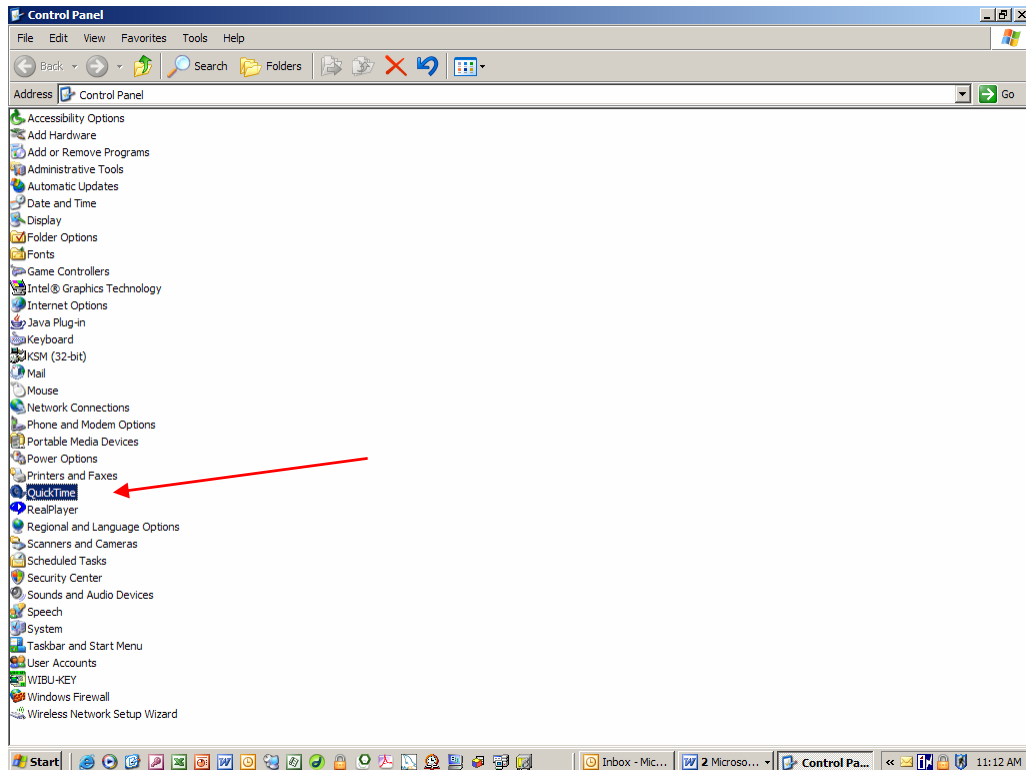


- g. If neither FileNet Panagon IDM Viewer or Windows Picture and Fax Viewer are available you will need to download the FileNet Panagon IDM Viewer (see paragraph 2 below for these instructions).

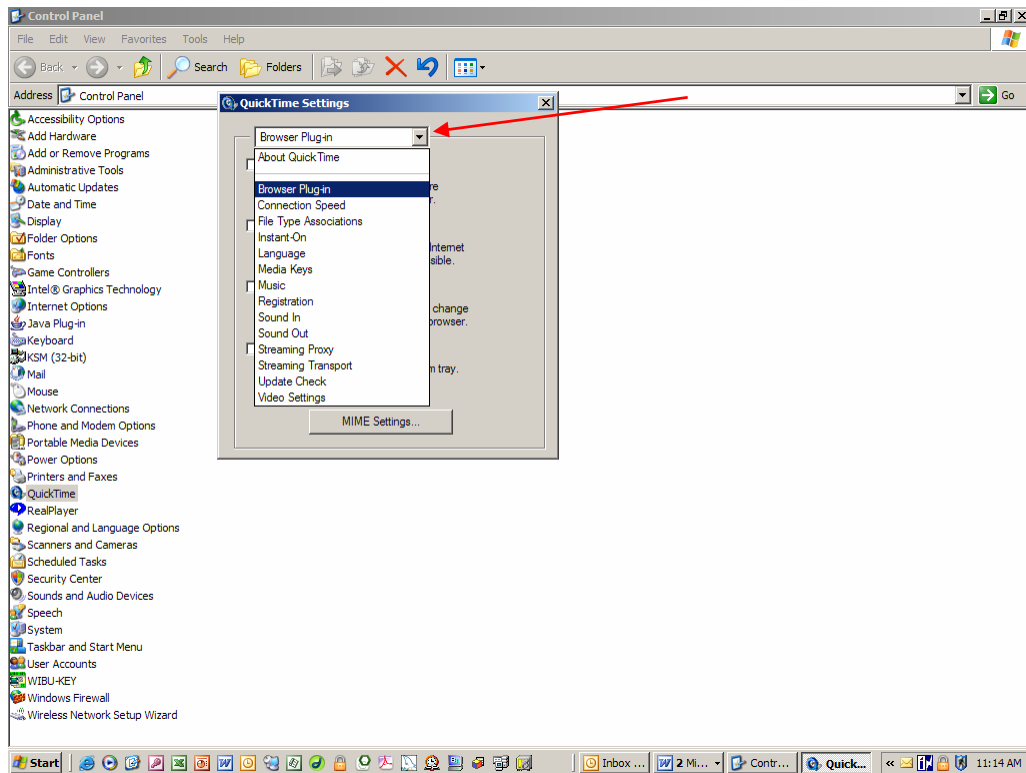
- i. Once you select the correct viewer you will now need to **repeat** steps f-h (“..click once on TIFF....) above and do the same thing for **TIFF extension** (see figures below):



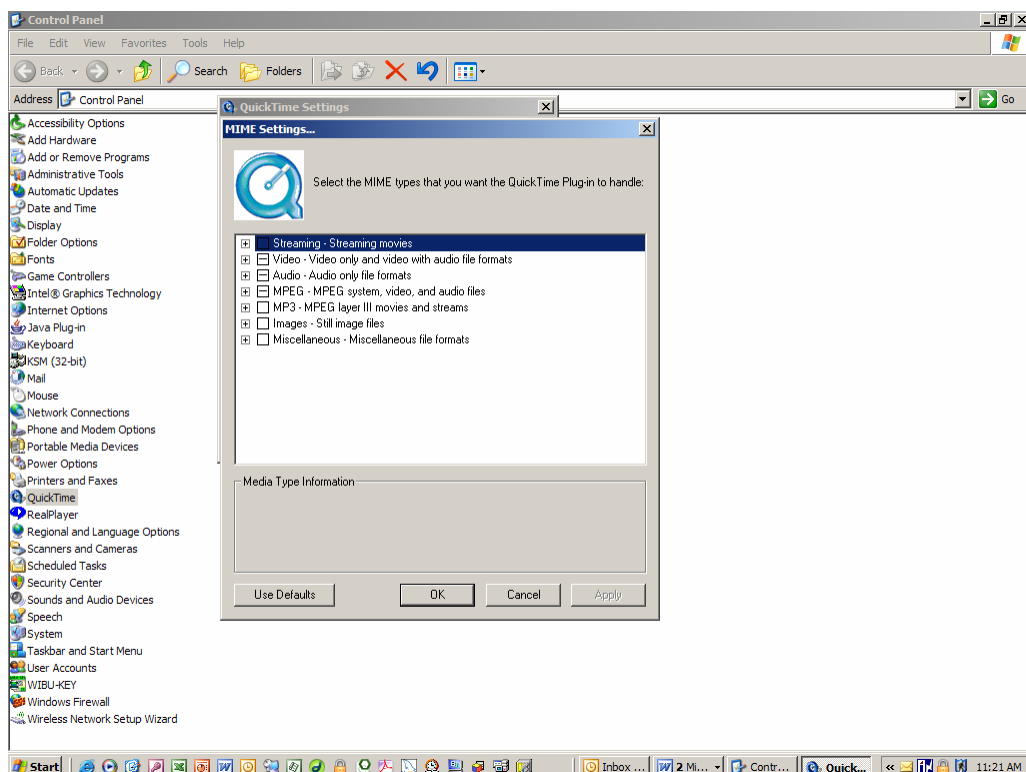
- j. Once this is done close the “**Folder Options**” dialog box but **do not close “Control Panel”**..
- k. While still in the **Control Panel**, look to see if you have a program called “**QuickTime**” loaded on your machine (see figure below). If you **do not** disregard these next instructions (go to paragraph 3 below) and close the **Control Panel**.

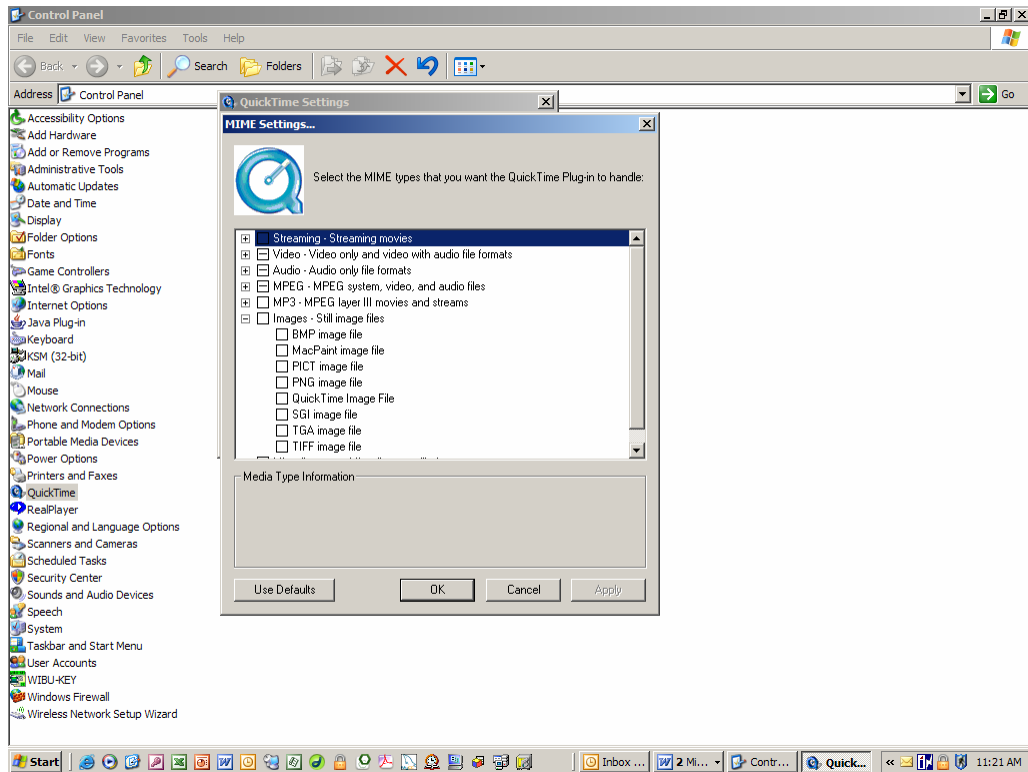


- l. If you **do** have “**QuickTime**” loaded on your machine, scroll down to it and double click on it. Once the dialog box opens, be sure that “**Browser Plug-In**” shows up in the text box. If not, use the down arrow and select it (see figure below):



- m. With **Browser Plug-In** in the text box, click on the **MIME Settings** button at the bottom of the dialog box (see figure below). Click on the + sign next to **Images – Still image files** (see figure below).





- n. If there is a **checkmark** in the box next to TIFF image file, **take it out** and then hit the **“Apply”** button, then hit the **“Okay”** button. If there is **no checkmark** there, you will not need to do anything; simply hit cancel. Close the **QuickTime Settings** dialog box and then close out of **Control Panel**.

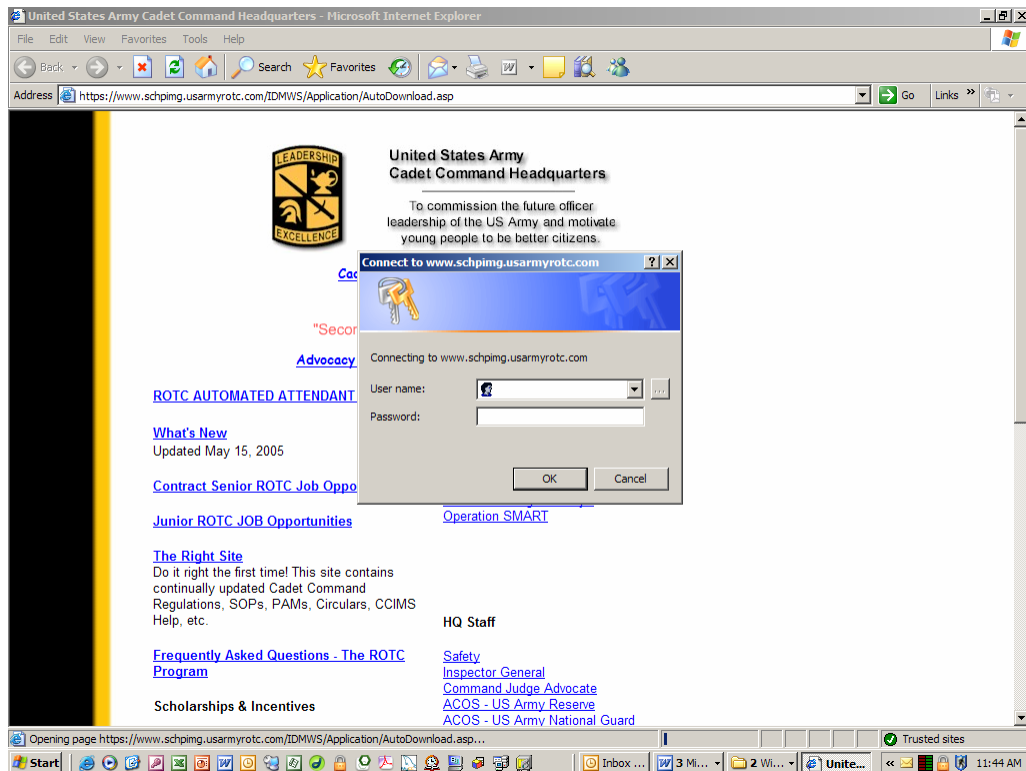


2. If you do not have the FileNet Panagon IDM Viewer or the Windows Picture and Fax Viewer loaded on your PC you will need to download the FileNet Panagon IDM Viewer. Do this by:

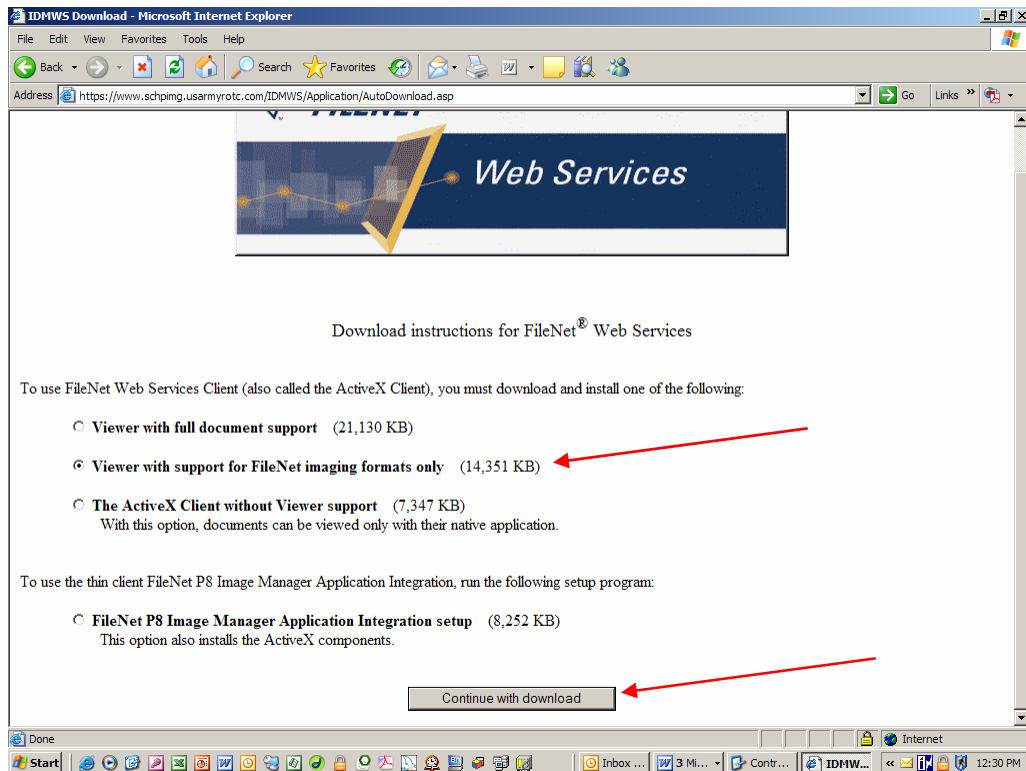
a . Open Internet Explorer (IE) and type the following address in the URL address space <https://www.schpimg.usarmyrotc.com/IDMWS/Application/AutoDownload.asp> (see figure below):



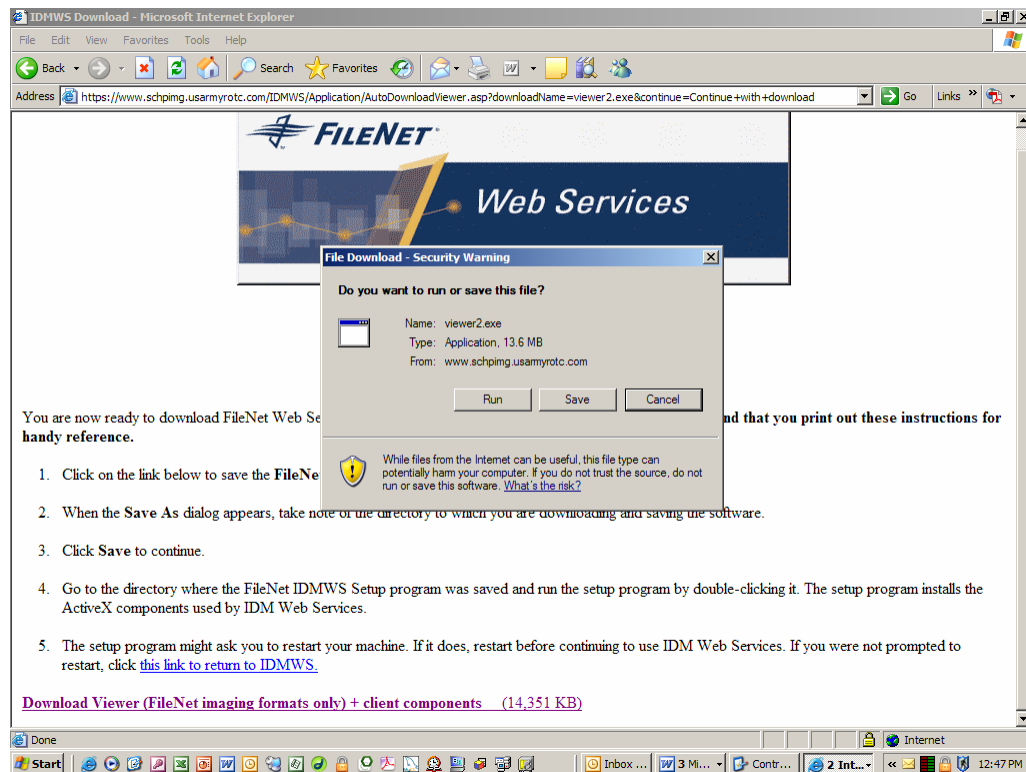
- b. When you hit “Go” , a dialog box will open asking for a Logon ID and Password (see figure below). Here you will enter your **CCIMS userID and password** just as you enter it into CCIMS (i.e., User Name: rsn\smithj Password: \$\$\$111SSStt). It is **case sensitive** just like it is for CCIMS. If you type it in and it returns to the same dialog box that means either your **user name or password is incorrect**.



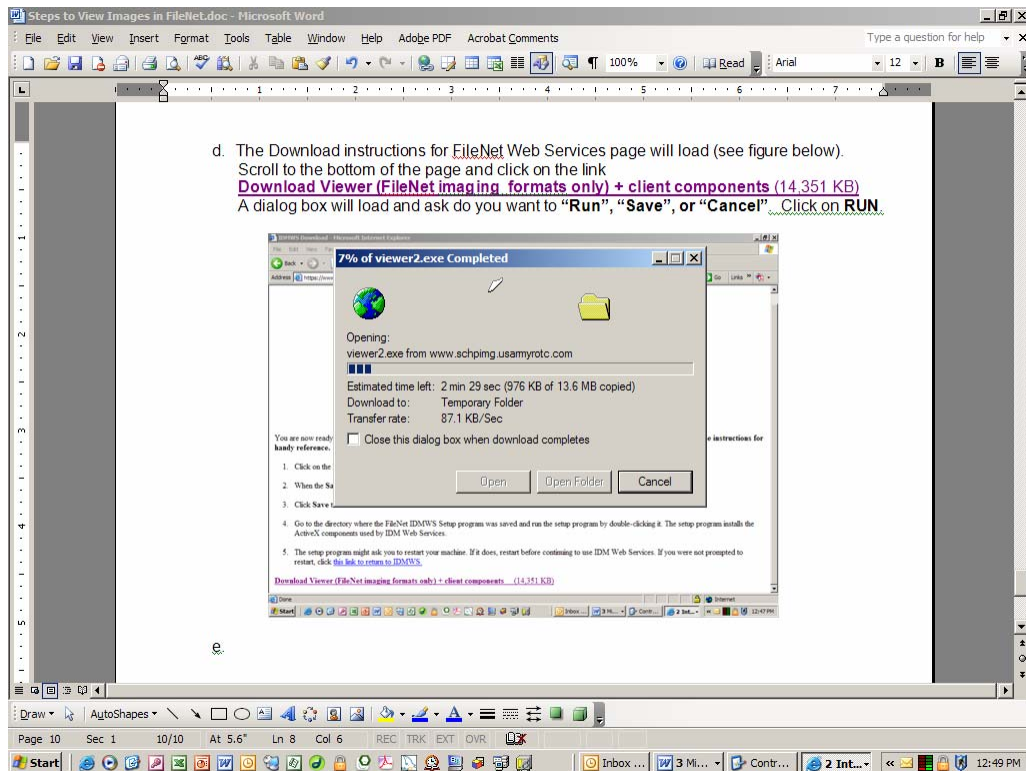
- c . Once you enter the correct logon ID and password you will be taken to the FileNet Web Services Page. Here, make sure the you select “**Viewer with support for FileNet imaging formats only (14,351 KB)**” (see figure below) and then click the “**Continue with Download**” button at the bottom of the page.



- d. The Download instructions for FileNet Web Services page will load (see figure below). Scroll to the bottom of the page and click on the link [Download Viewer \(FileNet imaging formats only\) + client components \(14,351 KB\)](#). A dialog box will load and ask do you want to “Run”, “Save”, or “Cancel”. Click on **RUN**.

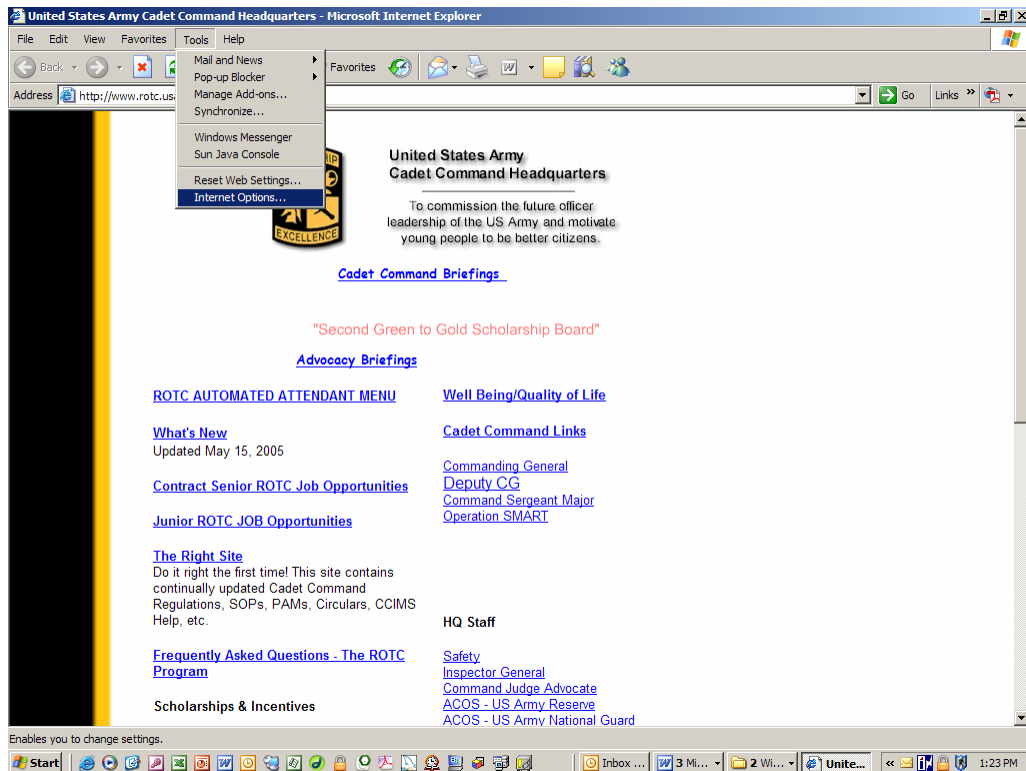


- e. A new screen will appear and show you that it is downloading the program to your PC (see figure below). Select all the defaults if any appear and when it is finished it will tell you it is complete. Then close the application dialog box.

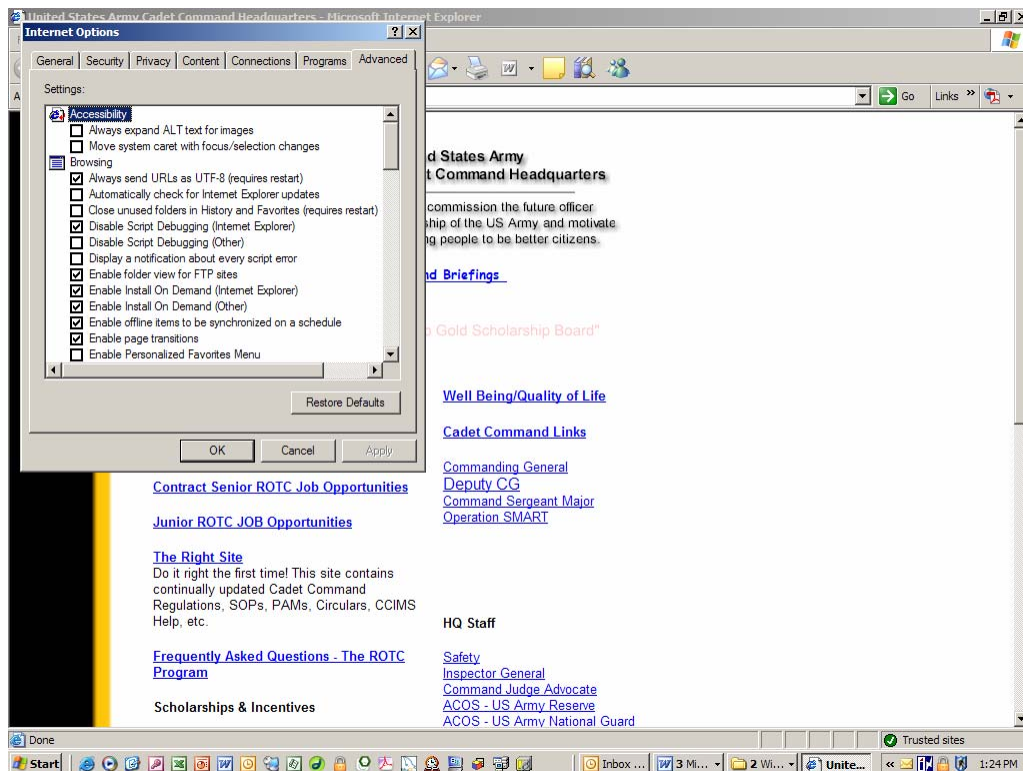


3. Next you will need to check the Java that is loaded on your PC. Do this by:

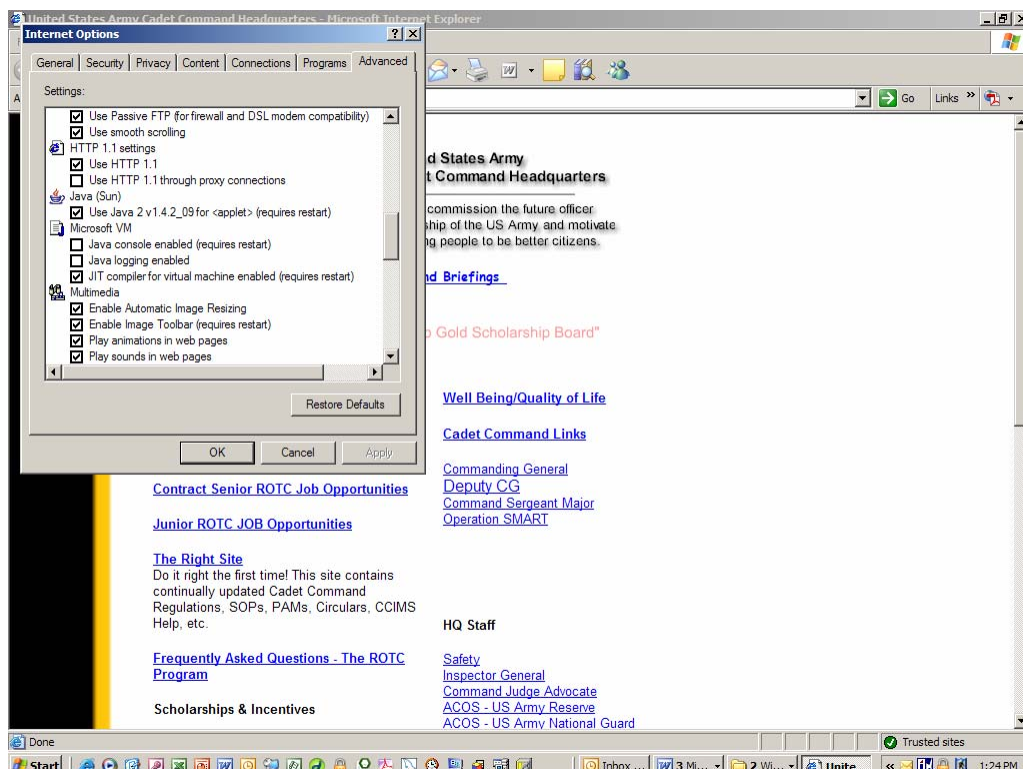
- a. Open your Internet Explorer (IE) and click on **“Tools”** (located at the top of your screen), then click on **“Internet Options”** (see figure below):



- b. When the Internet Option dialog box loads click on the “**Advanced**” tab across the top (see figure below):

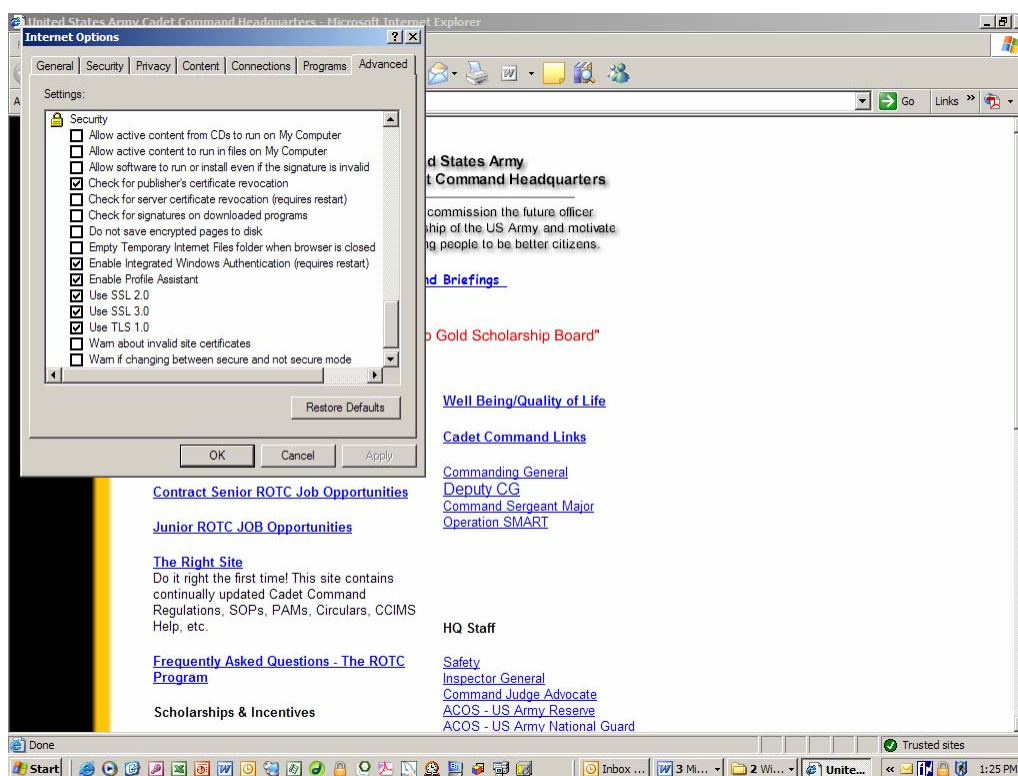


- c. Scroll down about half way until you see a **heading** that says “**HTTP 1.1 Settings**”. The first box should be checked and the second box unchecked. Right under it if you have Java loaded on your PC the next **heading** should read “**Java (Sun)**” (see figure below):



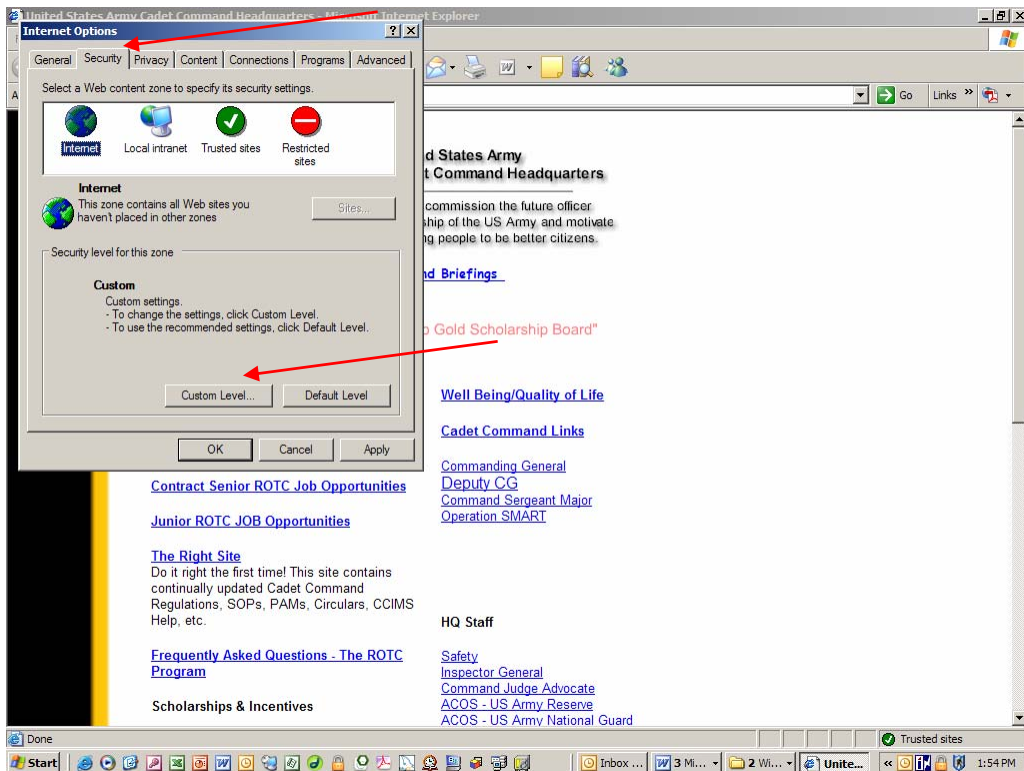
- d. If you **do not** see Java (Sun) that means that you do not have it loaded on your PC. Go to paragraph 4 below and follow the instructions to download it.
- e. If you **do** see Java (Sun) then make sure it has a checkmark in the box **and** is using “**Java 2v1.4.2 (or 2v1.4.2\_06 (or \_09))**”. If it is using any other version, you will need to uninstall your current version of Java (see paragraph 5) and then download the correct version (see paragraph 4 below).
- f. Next continue scrolling down until you see the heading “**Security**”. The **only** boxes that should be checked are as follows (also see figure below):
  1. Check for publisher's certificate revocation
  2. Enable Integrated Windows Authentication (requires restart)
  3. Enable Profile Assistant
  4. Use SSL 2.0
  5. Use SSL 3.0
  6. Use TLS 1.0

If any other boxes are checked under **Security**, **uncheck** them.

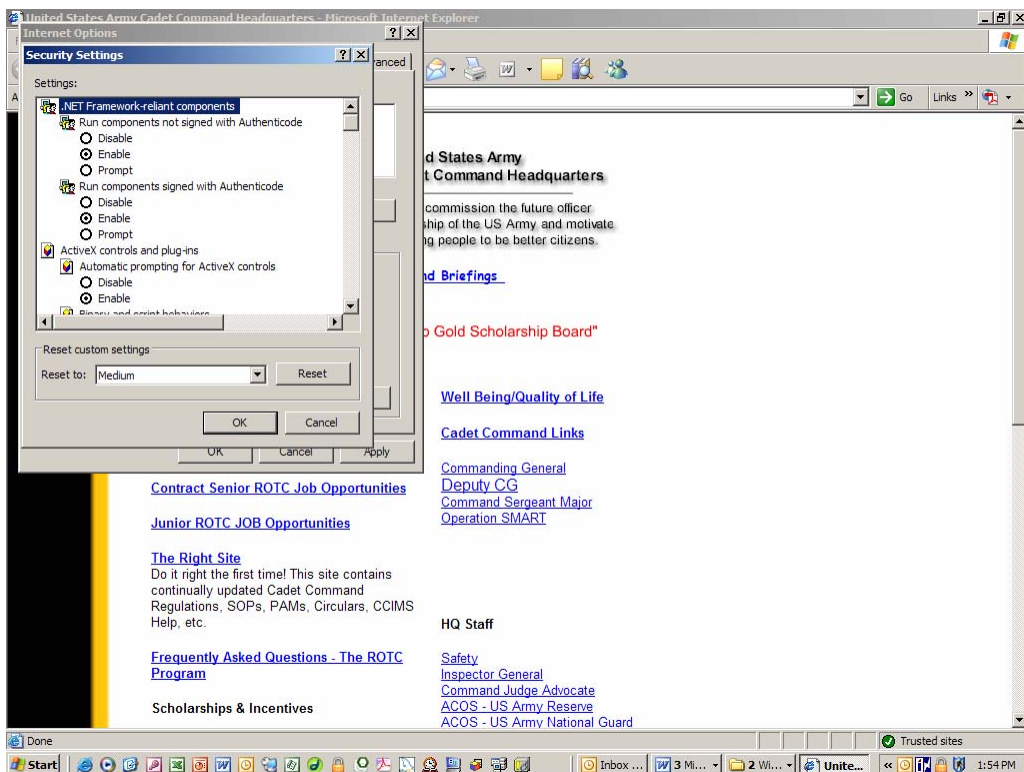


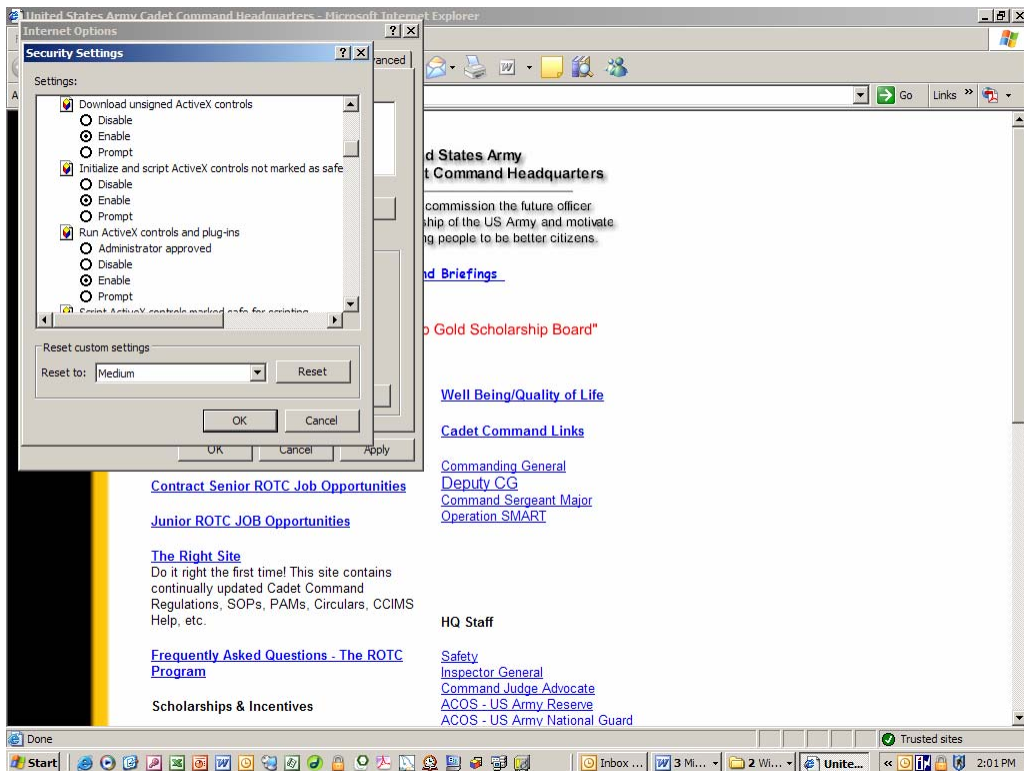
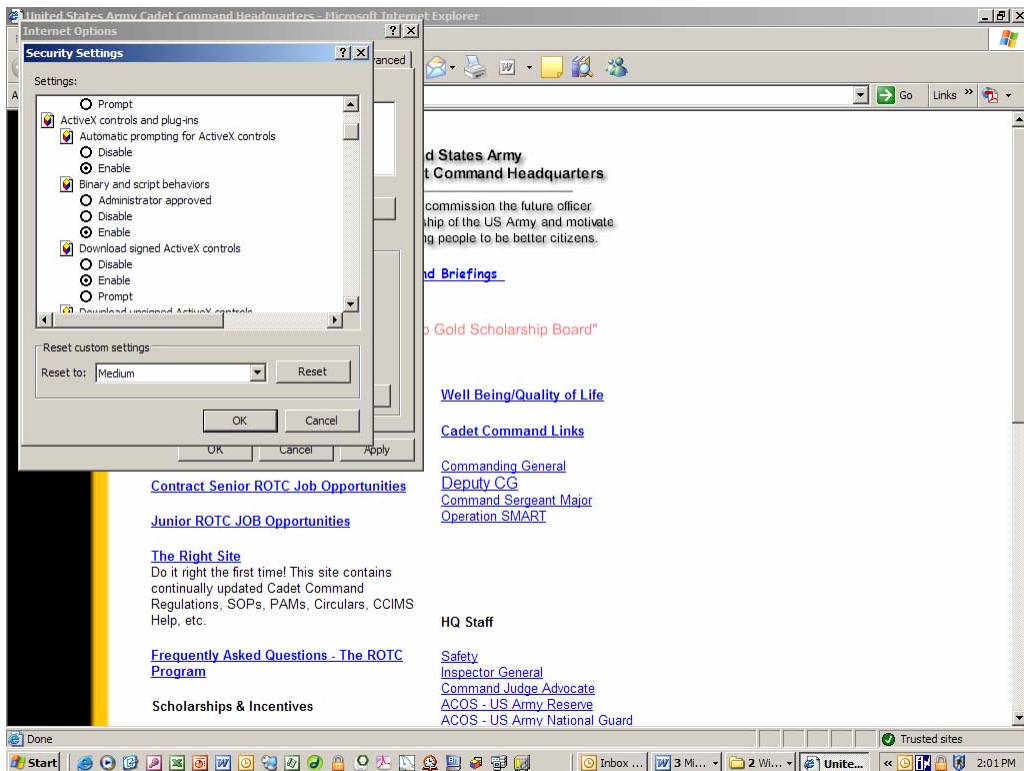
- g. Now click on the “**Apply**” button. Next click on the “**Security**” tab across the top of the dialog box , make sure Internet is highlighted and then click on “**Custom Level**” button (see figure below):



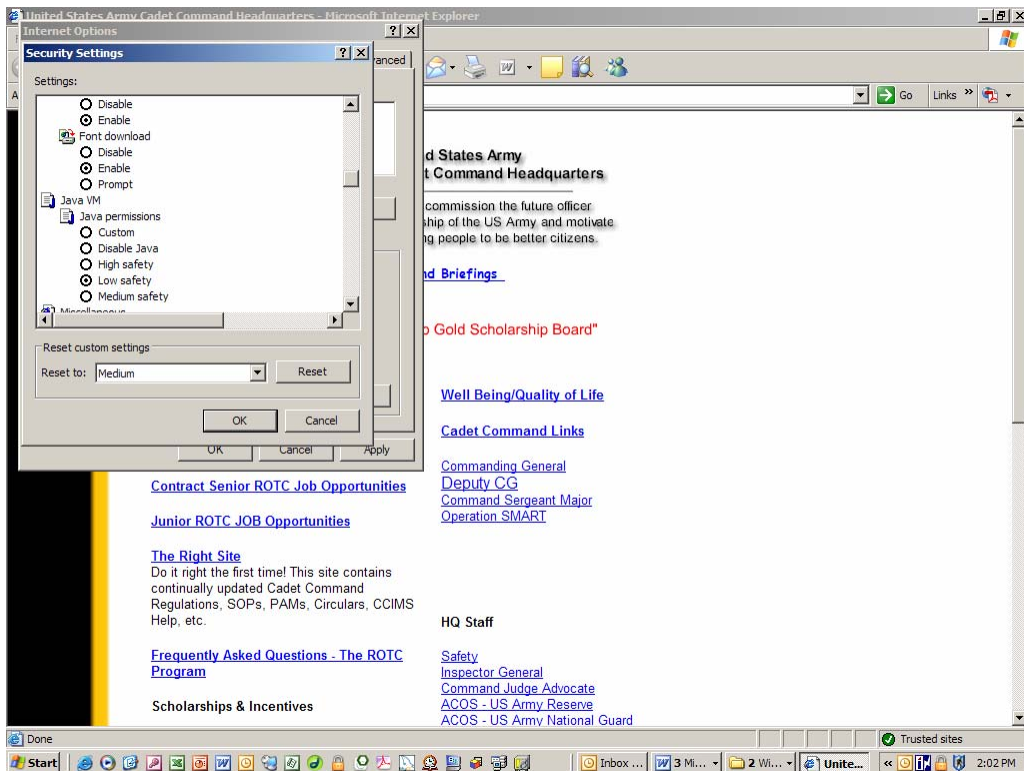
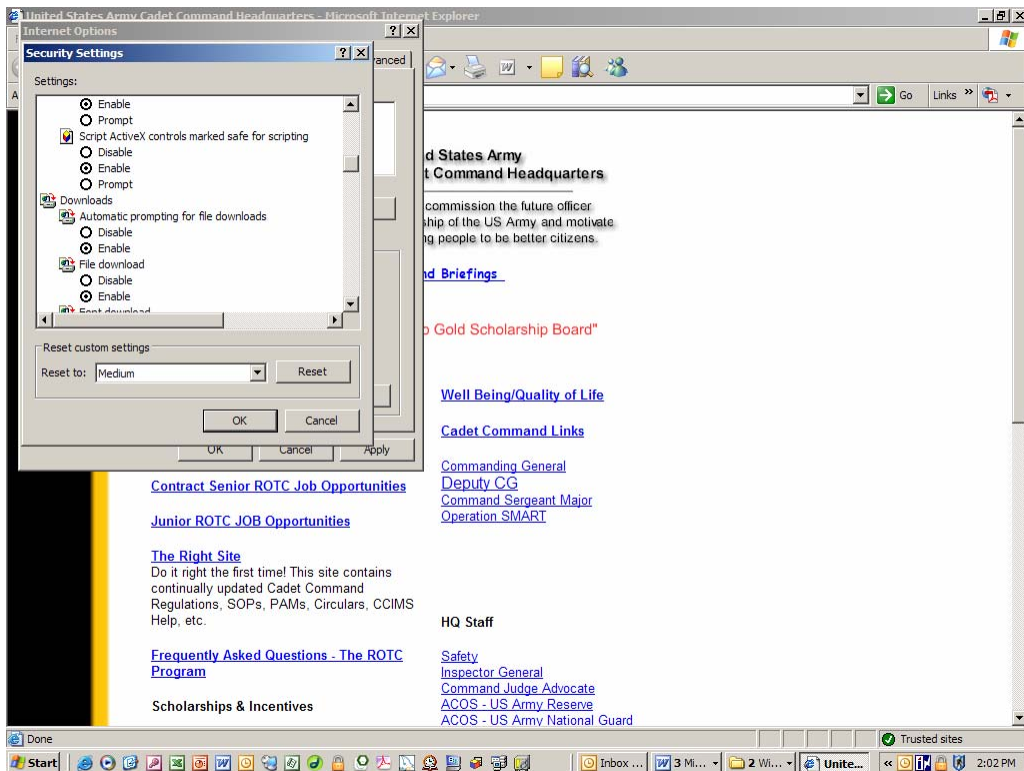


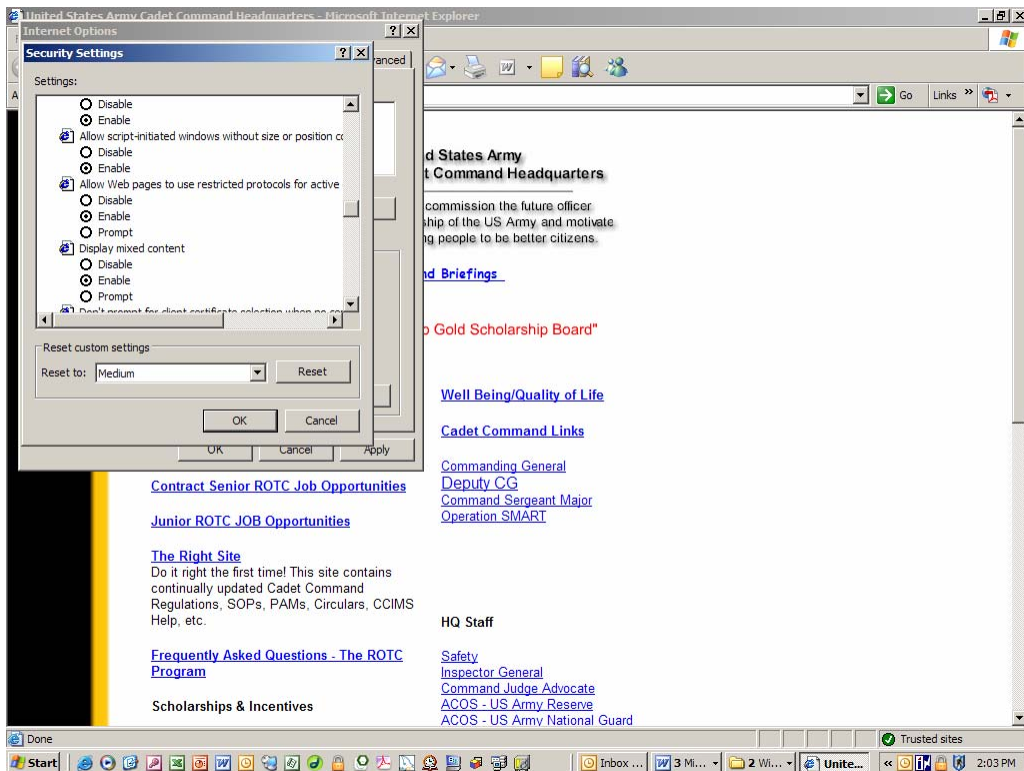
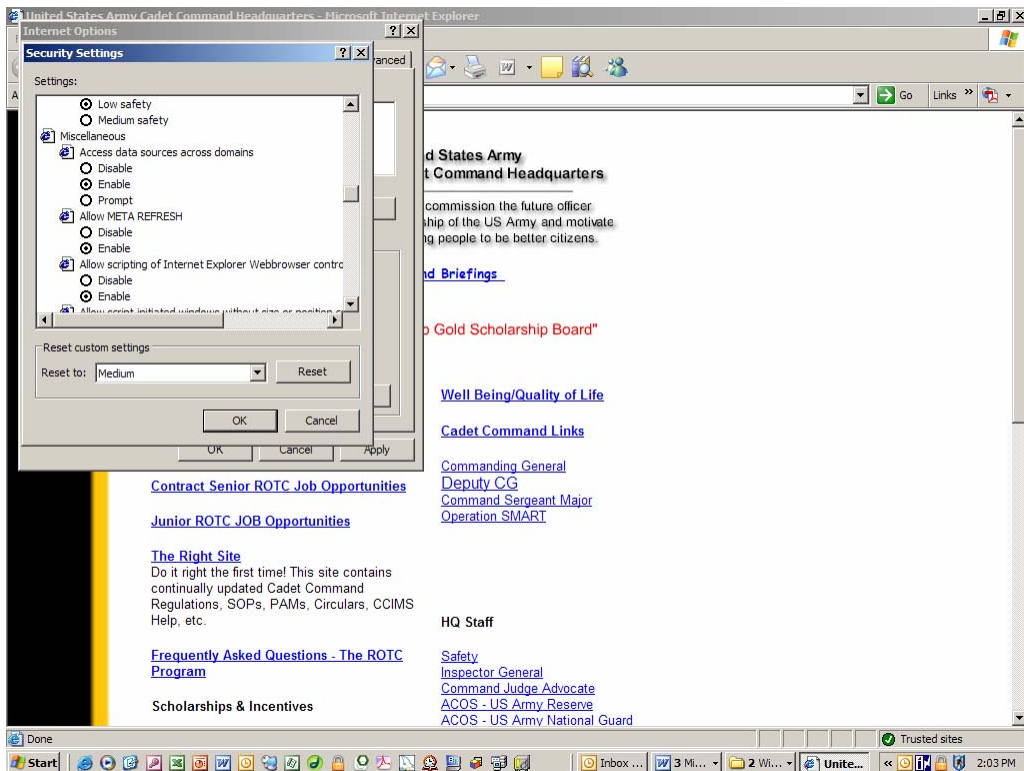
- h. The Security Setting dialog box will now load. Depending on what version of Windows and Internet Explorer (IE) you are running on your machine, will determine which items show up here. If you **do not** see the item listed in the below figures, then just skip it and go to the next item that you have on your machine. It is **very important** that you look at all these settings and make sure they match the screen shots below:

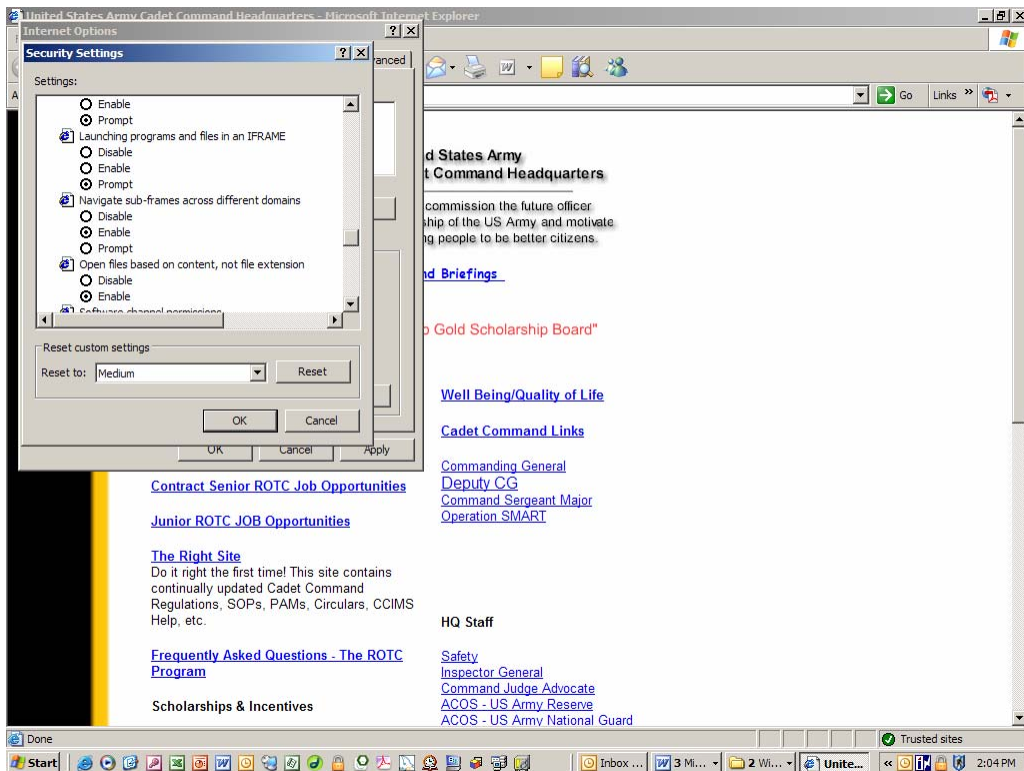
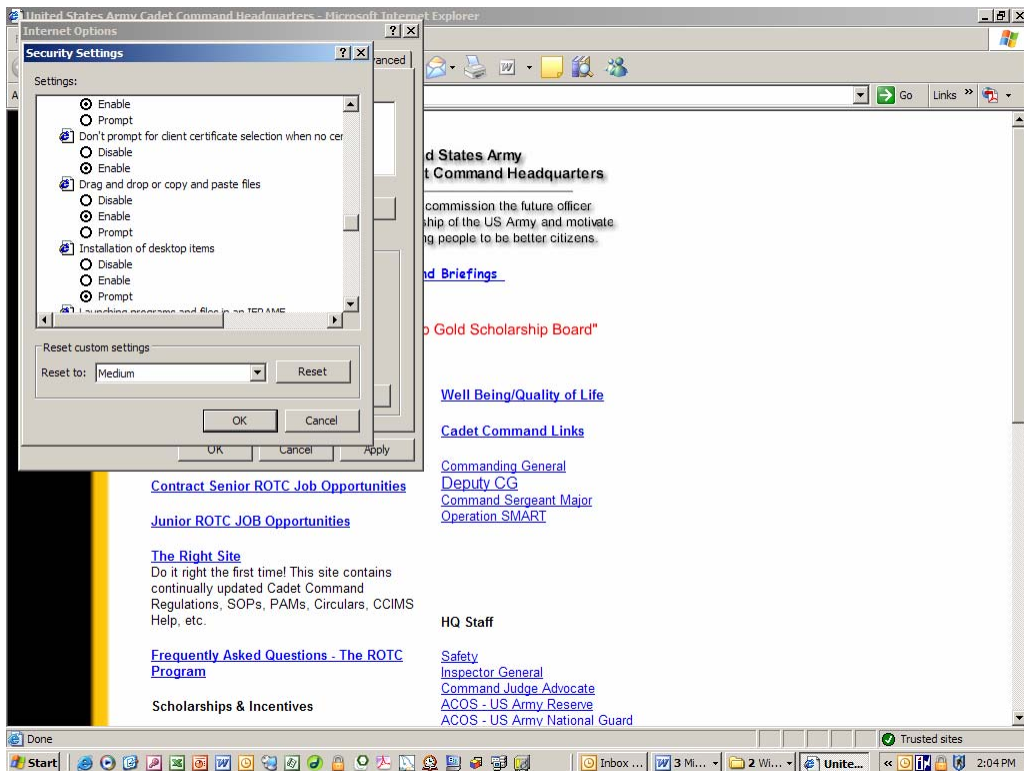


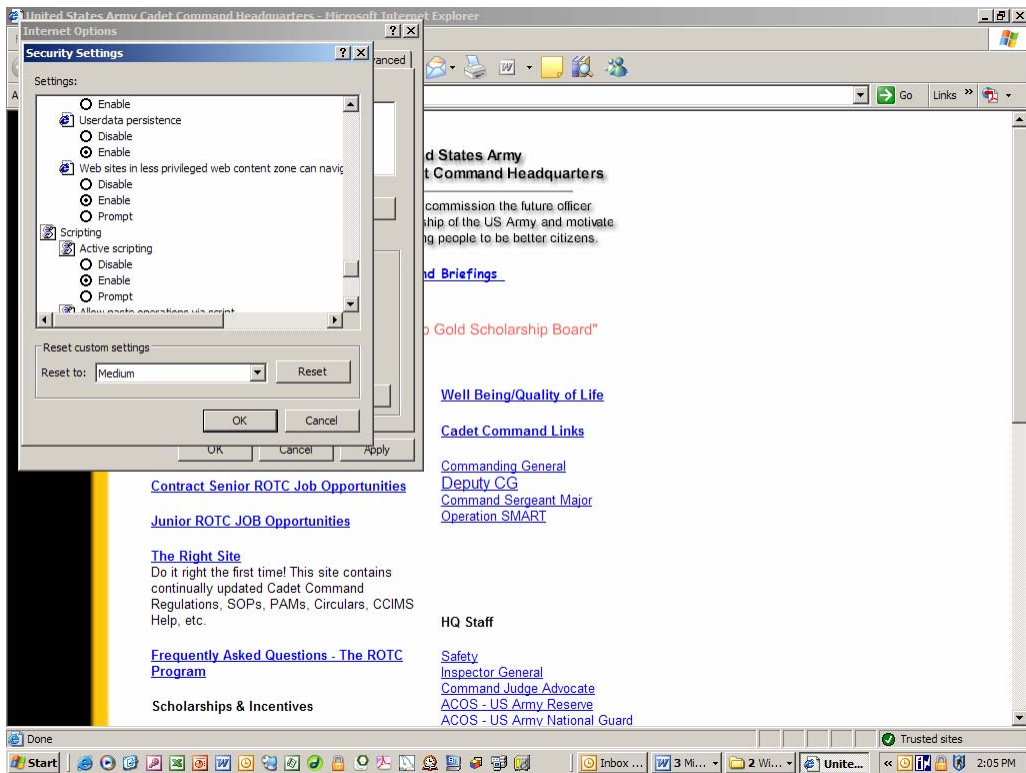
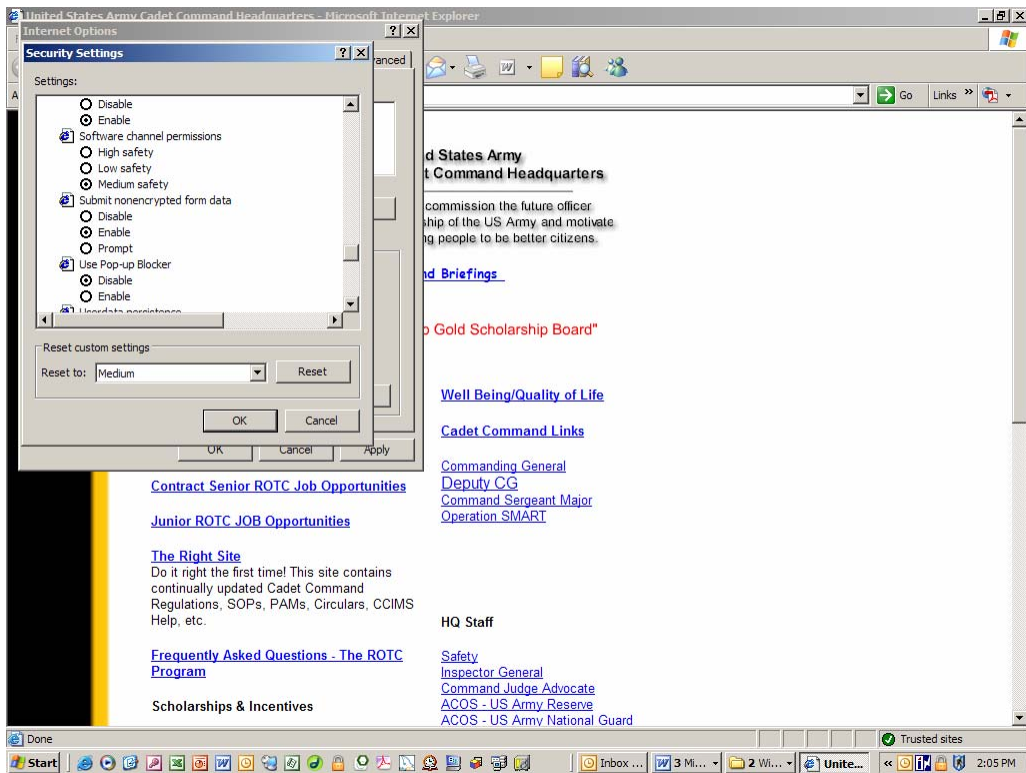




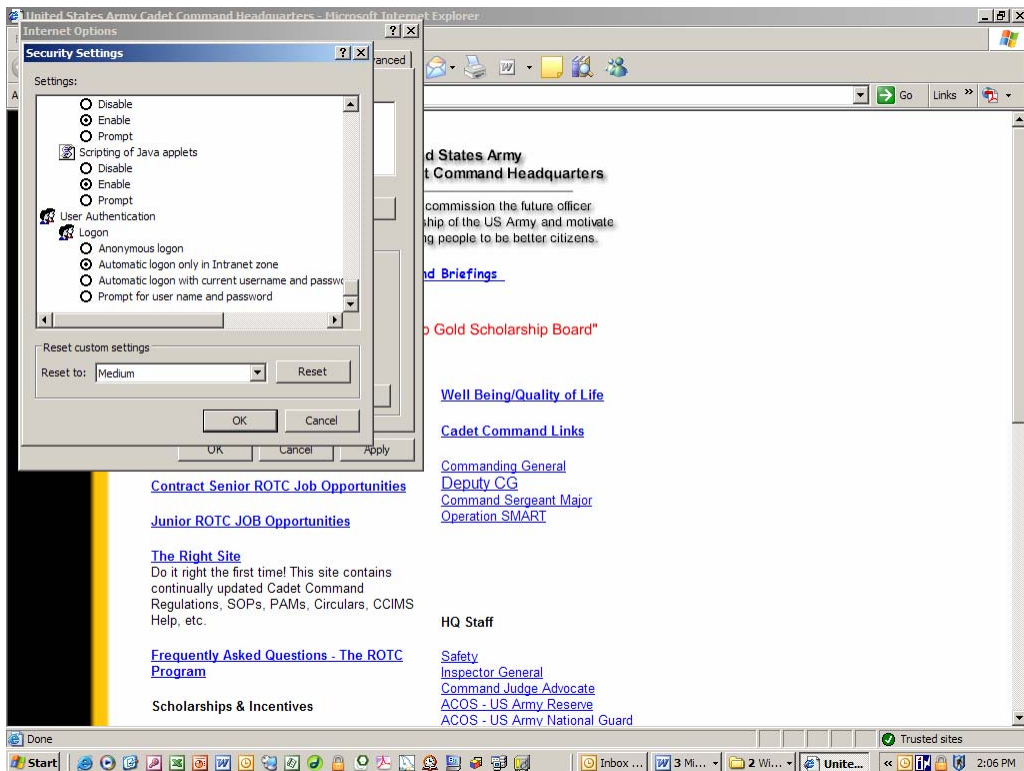
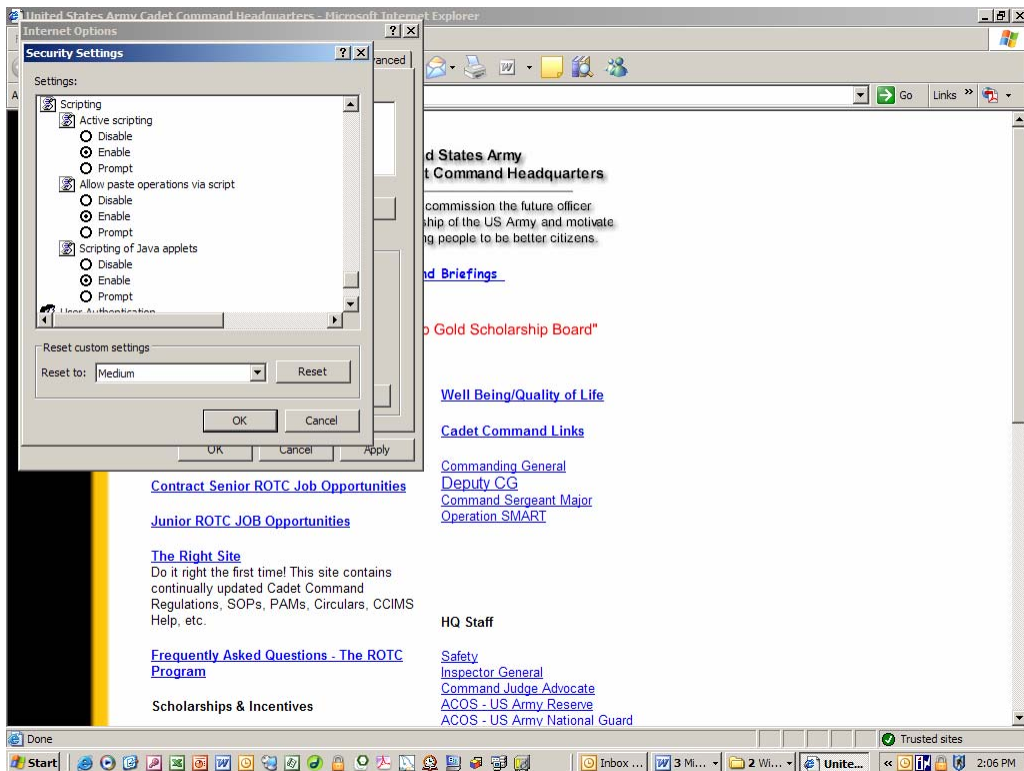




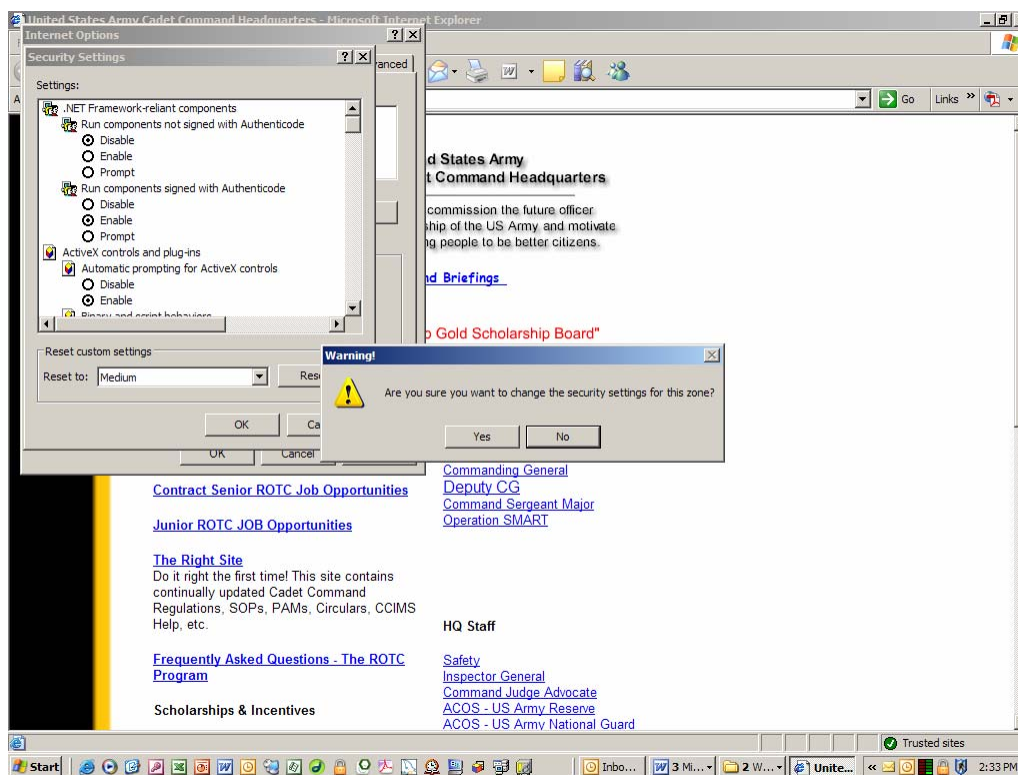






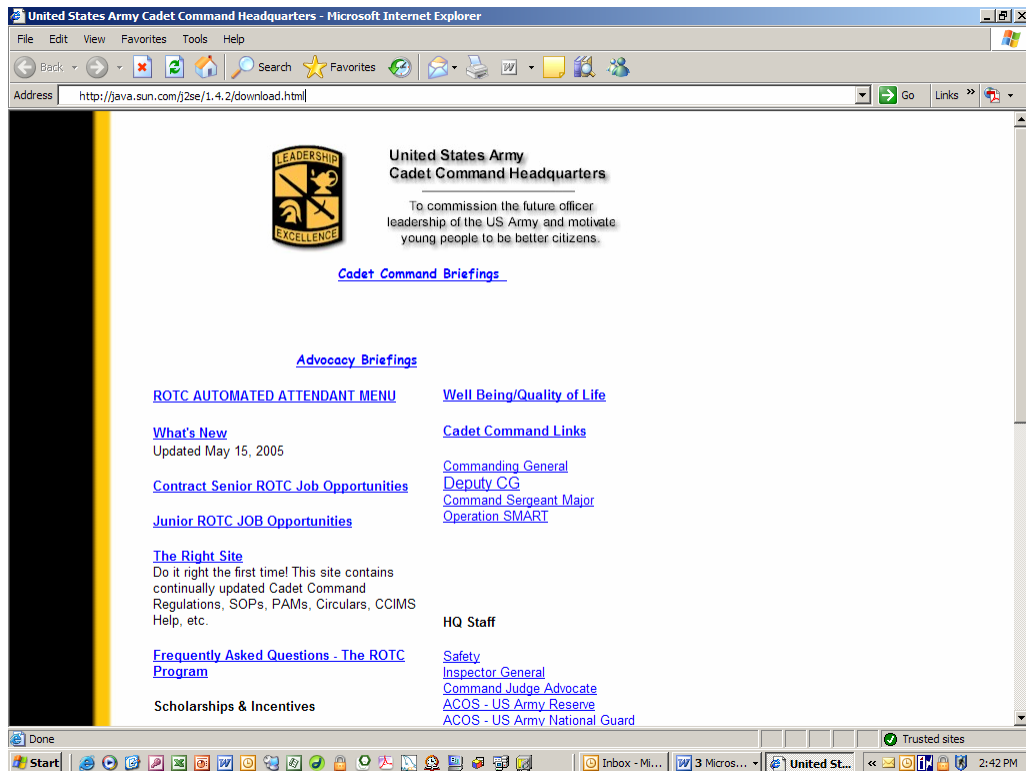


- i. Then click on **“Okay”** and you will be asked **“Are you sure you want to change the security settings for this zone?”** select **“Yes”** (see figure below) then close the dialog box and close out of the Internet Explorer.



4. For those that **do not have** Java (Sun) loaded on their PC, you must download the Java. Do this by:

- a. Open Internet Explorer (IE) and type this address in the URL space <http://java.sun.com/j2se/1.4.2/download.html> and hit **“GO”** (see figure below).



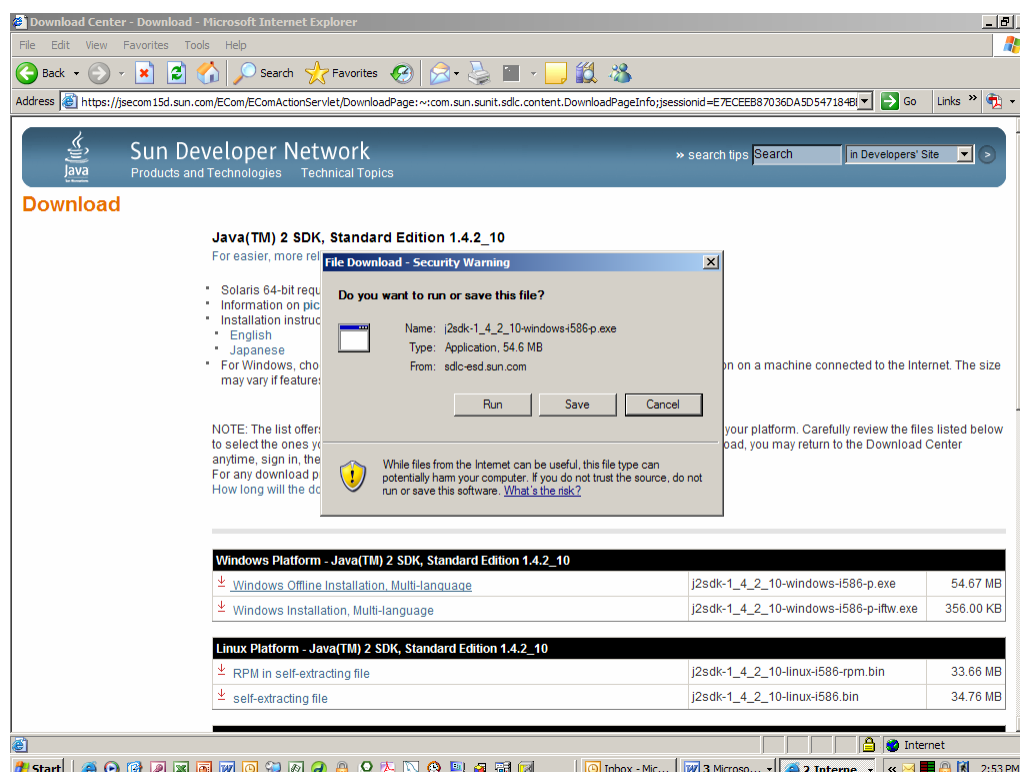
- b. You will be taken to the **Sun Developer Network Website** (see figure below). Look under the **J2SE v 1.4.2\_10 SDK** heading (see where arrow is in figure below) and click on the **Download J2SE SDK** link.



- c. You will now be taken to another Sun Developer Network site (see figure below). Here you must check the radio button to accept the license agreement and then click on the link that says **“Windows Off-line Installation, Multi language”** (see where arrows are in below figure):

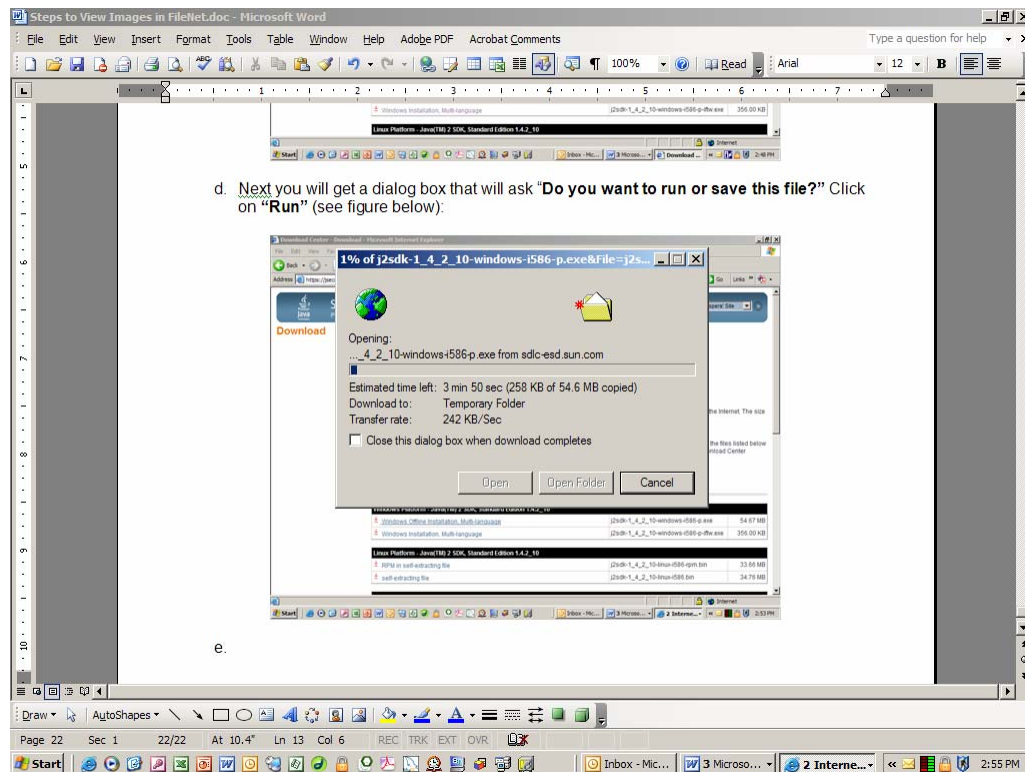


- d. Next you will get a dialog box that will ask **“Do you want to run or save this file?”** Click on **“Run”** (see figure below):

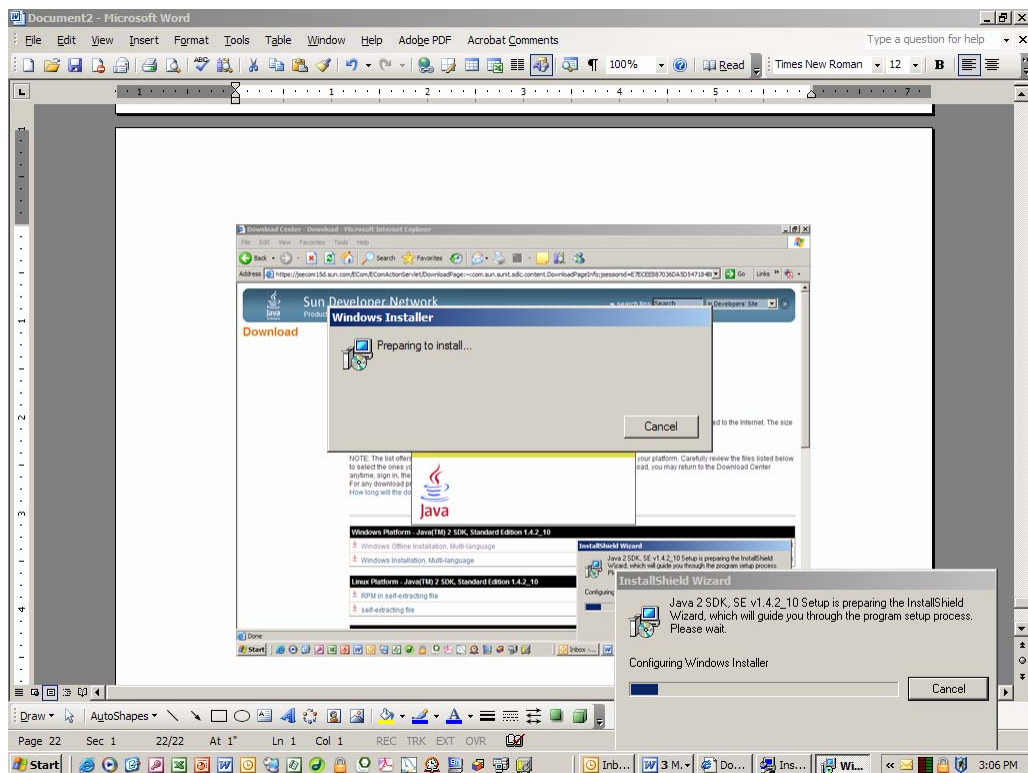
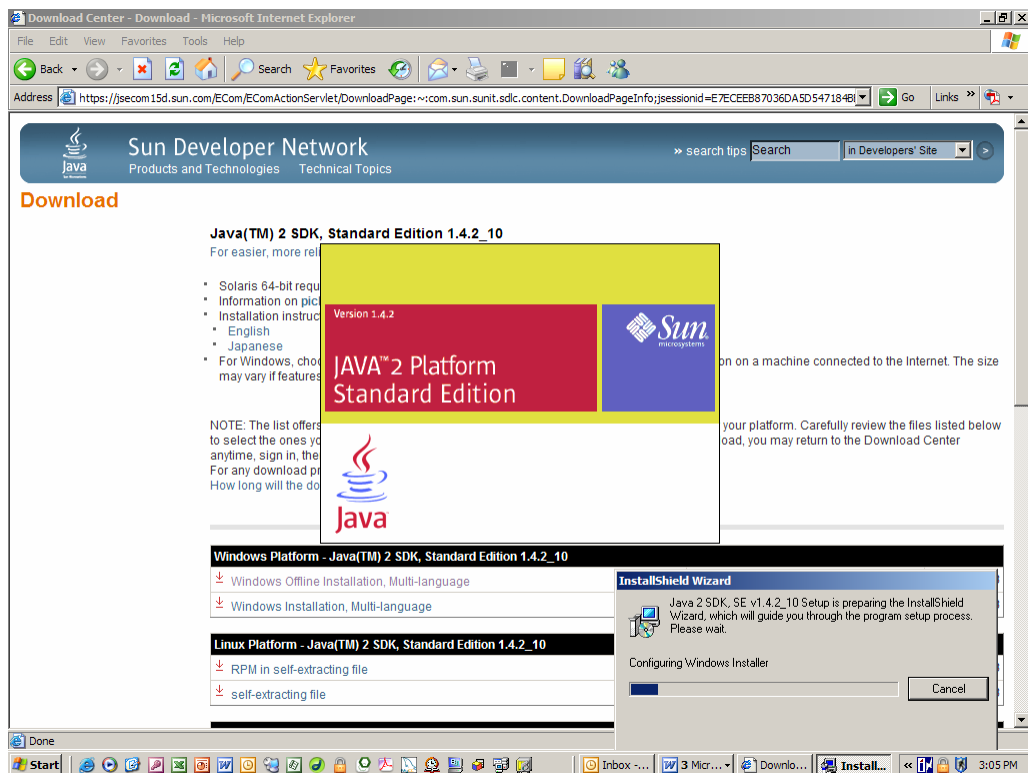




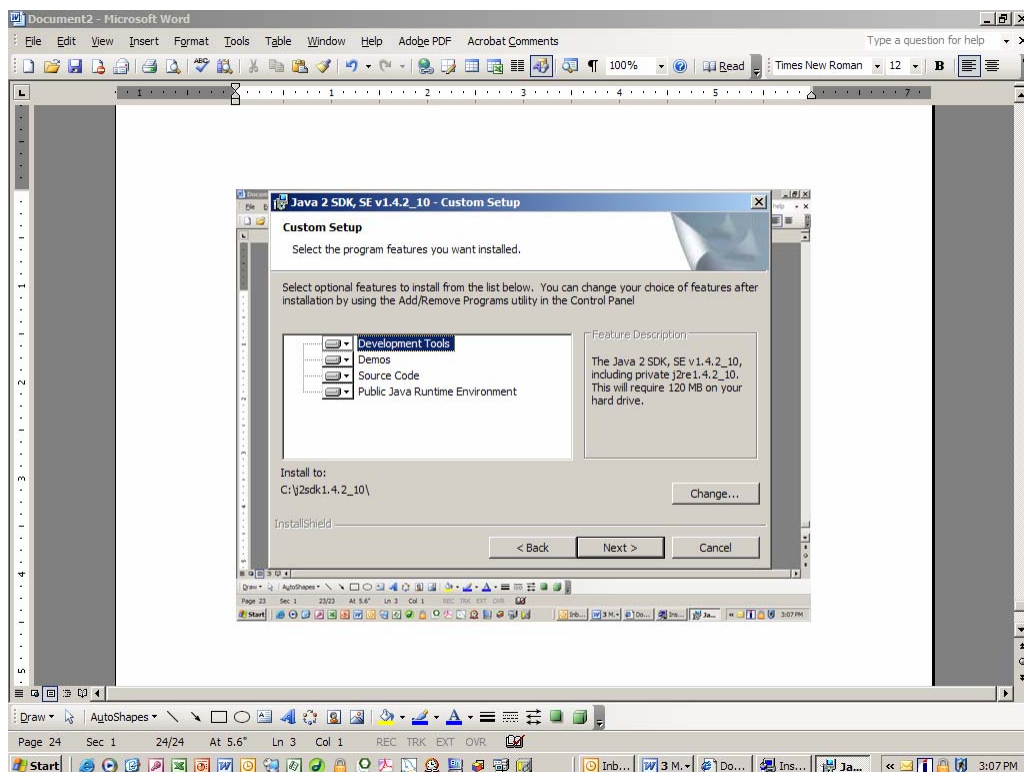
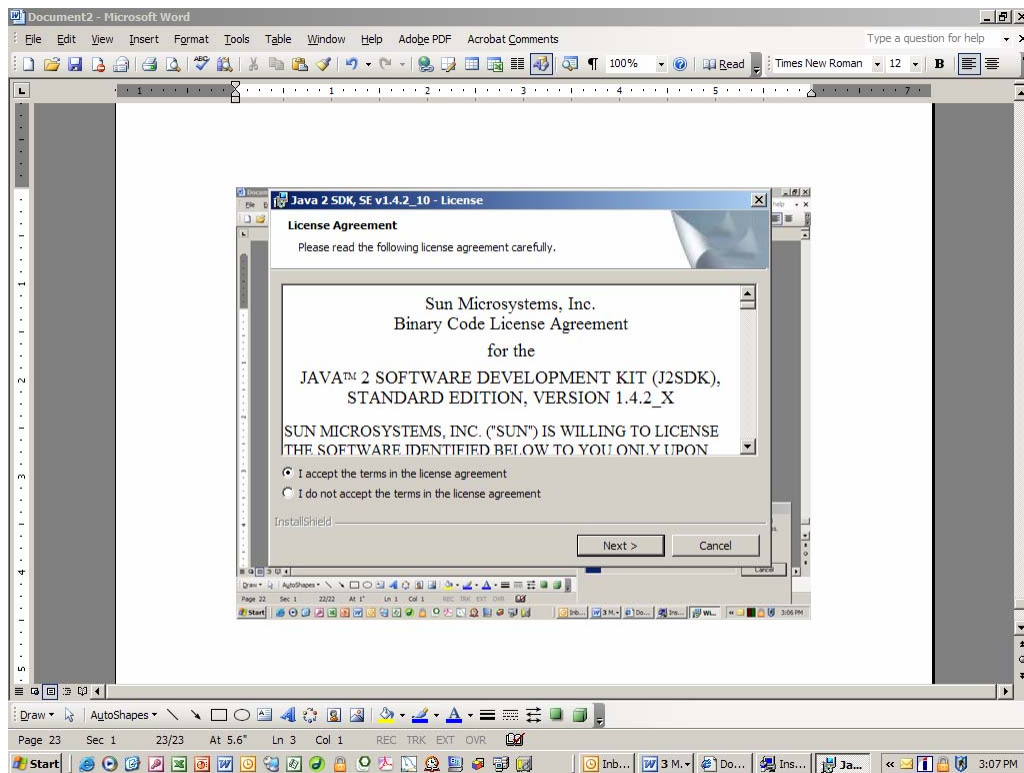
- e. Next you will see that the program starts to download (see figure below). Be patient, as this may take a few minutes.

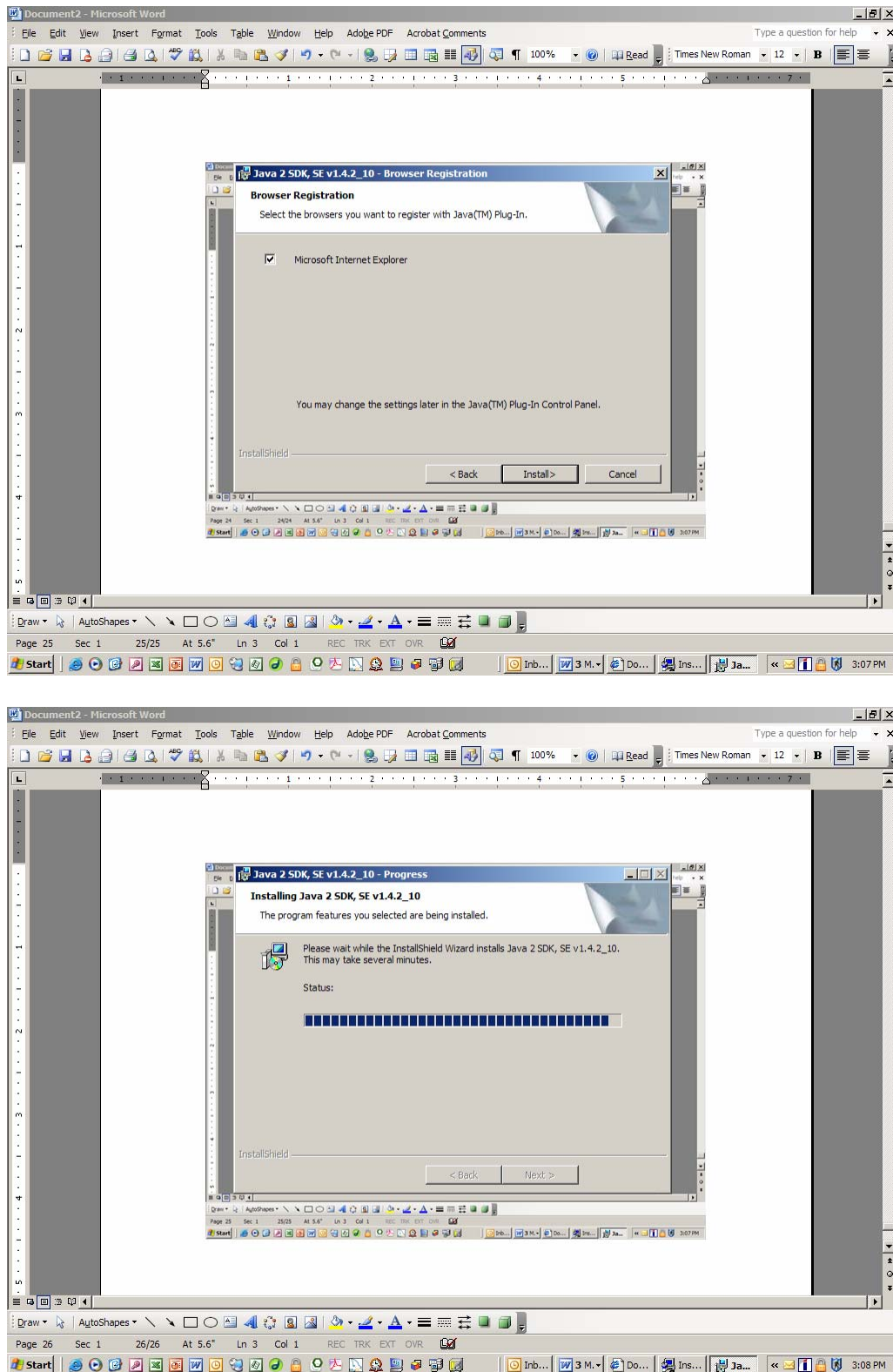


- f. The next few screen shots will take you through the process of installing the Java. Where is asks you click on “**Next**” do so without making any changes to the items already selected.



g. When the license agreement comes up be sure to **“Accept”** and then click **“Next”**.



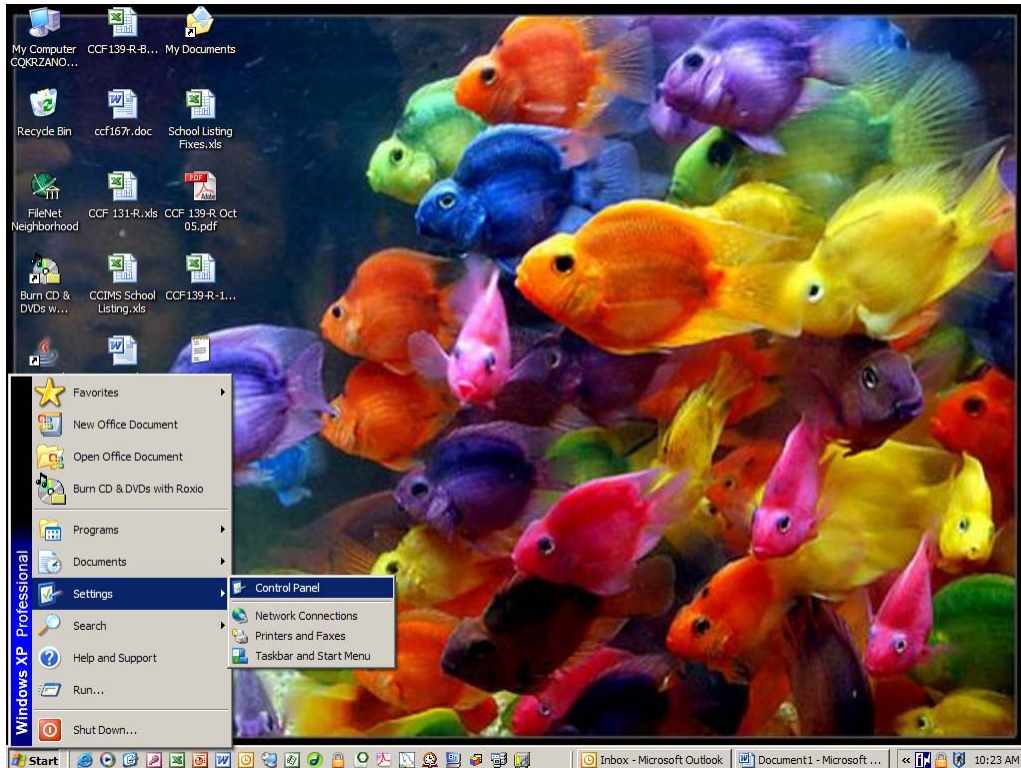


- h. Once you have gone through all the installation screens it will tell you that it has finished the installation and you may close out of that program and then close out your Internet Explorer.

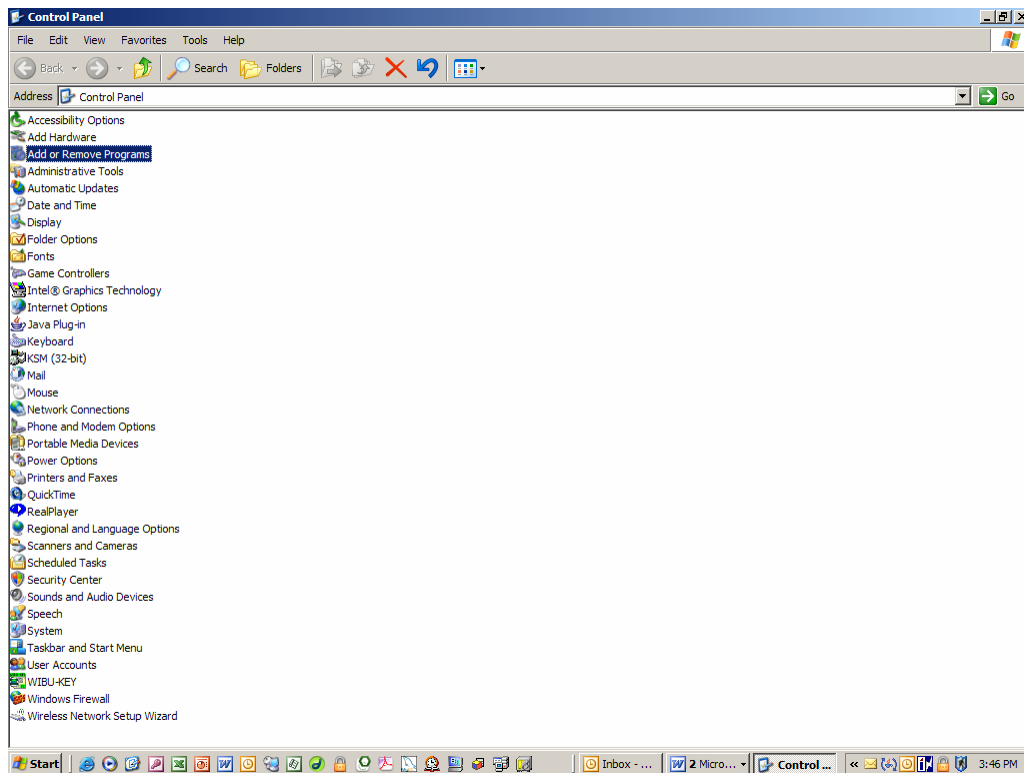


5. For those that have the **wrong** version of Java loaded on their PCs you will need to delete the old version first and then download the correct version by following the steps in paragraph 4 above. First delete the old version of Java by:

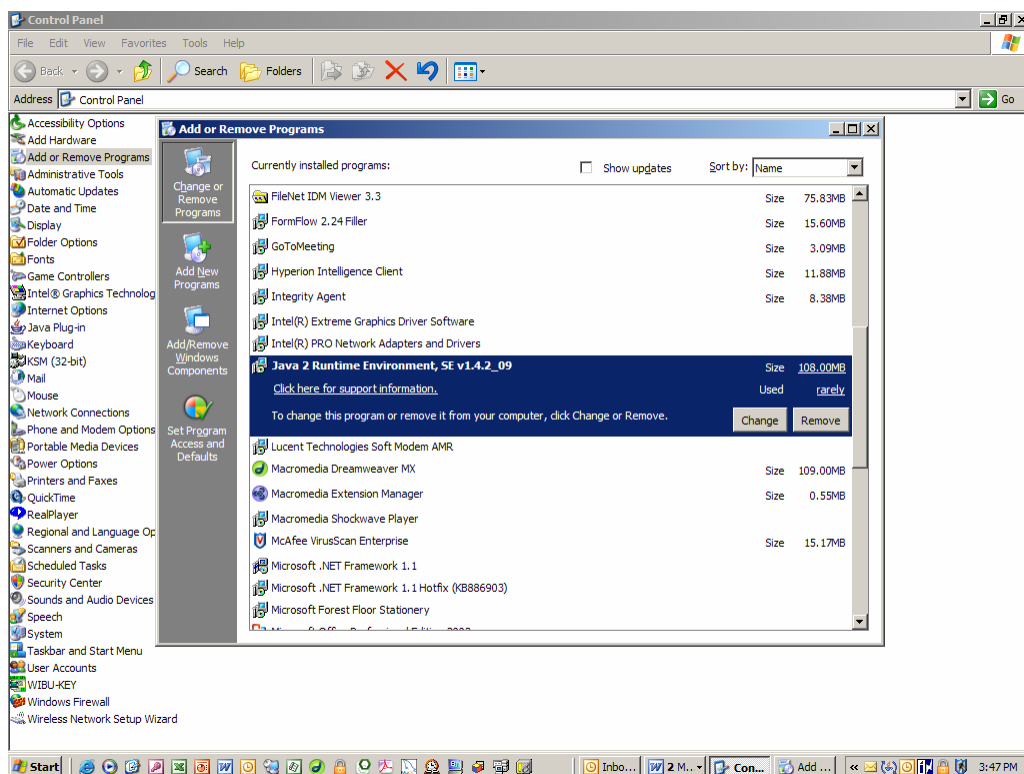
- a. Be sure all programs are closed out and then click on “**Start**”, “**Settings**”, and “**Control Panel**” (see figure below):



b. Once in Control Panel double click on **“Add and Remove Programs”** (see figure below):



c. Once the Add or Remove Programs dialog box loads, scroll down until you find the version of Java that you need to remove. Highlight it and click the **“Remove”** button (see figure below):



d. Once the uninstall wizard is finished, close out of your Internet and then proceed to paragraph 4 above to load the correct version of Java.

6. If you have followed these instructions correctly you should now be able to go into CCIMS, click on Subsystem, Scholarship Process, select the school year of the applicant you are looking for, under High School Program click on PMS Review, find the student and click on his/her name and CCIMS will load the record. Wait until the record has **finished** loading and then click on the **Document Images** tab at the top of the screen and then select **FileNet Scanned Documents**. At this point it will ask you to enter your Logon ID and Password. Here is where you have to enter your CCIMS logon ID (i.e., rsni\smithj) and password (i.e., \$\$\$\$11TTgge) just like you enter it into CCIMS (it is case sensitive). **NOTE:** If you enter it and it keeps taking you back to the screen to enter your password, then you do not have the correct CCIMS logon ID or password.

7. From here if you have entered the correct password you will see a screen with a list of documents that pertain to this applicant; you can click on the document you want to view and it may give you a security warning about a Host name mismatch, click on **YES** and then it may ask you for a network logon ID this is the same information you just entered (your CCIMS logon ID and password). It will take a minute or two and then you should see a dialog box that asks “**Do you want to open or save this file?**” click on **Open** and the image will load on your screen. From here you should be able to print this document.

8. If you are having any difficulties with these instructions or viewing images you are to contact the ROTC Helpdesk at 1-800-750-7682 (ROTC), option 4, then option 1 (Automation) **FIRST** and they will try to assist you. **Do not** contact the Scholarship section. If the ROTC Helpdesk **cannot** resolve your problem, they will create a call ticket and contact the POC for this action.

Instructions as of 11-2-05